Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Workforce Services	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	14 1	0 0	14 1
	Application Support - APEX	Bonnie Snider	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - CATS IV	Dawn Harris	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Application Support - Content Manager	Chad Thompson	0 0	1 0	0 0	1 0
		Nate Olson	1 0	17 1	0 0	18 1
		None	0 0	91 1	0 0	91 1
		Randall Ottesen	1 0	12 0	0 0	13 0
		Assigned to Individual Total	2 0	121 2	0 0	123 2
	Application Support - CUBS	Rick Kowalczik	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Data Warehouse	Blaine Campbell	0 0	1 0	0 0	1 0
		Drew Maxfield	0 0	2 0	0 0	2 0
		Shana Woodall	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Application Support - DBA	Eric Swain	0 0	14 3	1 0	15 3
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	15 3	1 0	16 3

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Application Support - EFIND	Anhkim Le	0 0	5 0	0 0	5 0
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Application Support - EREP Data Processing	David Moffitt	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Application Support - EREP Systems	David Moffitt	0 0	47 0	0 0	47 0
		Assigned to Individual Total	0 0	47 0	0 0	47 0
	Application Support - MyCase	Ilya Oyzerskiy	0 0	5 5	0 0	5 5
		Assigned to Individual Total	0 0	5 5	0 0	5 5
	Application Support - Single Signon	Jaynee Kimber	0 0	1 1	0 0	1 1
		Justin Miller	0 0	4 0	0 0	4 0
		Lana Larsen	0 0	1 1	0 0	1 1
		Lori Newren	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	10 6	0 0	10 6

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Application Support - Thin Client	Bonnie Snider	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - UI Web	Eric Hardy	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - UWORKS	Eric Strong	0 0	50 2	0 0	50 2
		Jeff Pryor	0 0	30 1	0 0	30 1
		None	0 0	11 0	0 0	11 0
		Shane Otvos	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	97 3	0 0	97 3
	Application Support - Web Dev	Chad Thompson	0 0	3 1	0 0	3 1
		Christopher Schalk	0 0	2 0	0 0	2 0
		Dave Clark	0 0	1 0	0 0	1 0
		Justin Miller	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	8 1	0 0	8 1

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Application Support - WIC	Matthew Earl	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Capitol Hosting	Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	10 10	0 0	10 10
		Eileen Dubach	0 0	4 4	0 0	4 4
		James Stearns	0 0	6 6	0 0	6 6
		Julie VanBeekum	0 0	11 11	0 0	11 11
		None	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	9 9	0 0	9 9
		Assigned to Individual Total	0 0	41 40	0 0	41 40
	Metro A Desktop Support	Adam Staks	0 0	28 1	0 0	28 1
		Burton Brown	0 0	5 0	0 0	5 0
		Diane Pfeifer	0 0	1 1	0 0	1 1

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Edward Fortner	0 0	20 1	0 0	20 1
		James Kammeyer	0 0	4 0	0 0	4 0
		Kraig Ellis	0 0	23 1	0 0	23 1
		Mike Beynon	0 0	10 1	0 0	10 1
		Mike Wilde	0 0	27 7	0 0	27 7
		Robert Wall	0 0	13 1	0 0	13 1
		Tracy VanderVaart	0 0	35 3	0 0	35 3
		Assigned to Individual Total	0 0	166 16	0 0	166 16
	Metro A Help Desk	Cindy Schroeder	0 0	207 151	0 0	207 151
		Ed Conrad	0 0	110 100	0 0	110 100
		Liz Evans	0 0	212 164	0 0	212 164
		Assigned to Individual Total	0 0	529 415	0 0	529 415
	Metro A Hosting	Chris Kunde	0 0	1 0	0 0	1 0
		Jeff Bartholomew	2 0	5 0	0 0	7 0

Enterprise Incident Report March 2012

As of **4/2/2012**

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Metro A Hosting	Keith Scholl	0 0	0 0	2 0	2 0
		None	0 0	5 0	0 0	5 0
		Tom Carney	0 0	5 1	0 0	5 1
		Assigned to Individual Total	2 0	16 1	2 0	20 1
	Metro B Desktop Support	Jay Locker	0 0	6 0	0 0	6 0
		Ken Bolkcom	0 0	5 0	0 0	5 0
		Peter Musser	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	6 1	0 0	6 1
		Wayne Higgs	0 0	24 0	0 0	24 0
		Assigned to Individual Total	0 0	42 1	0 0	42 1
	Metro B Help Desk	Ed Conrad	0 0	3 3	0 0	3 3
		Gary Graham	0 0	5 5	0 0	5 5
		Val Shepherd	0 0	4 3	0 0	4 3
		Assigned to Individual Total	0 0	12 11	0 0	12 11

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Metro C Help Desk	Chris Olson	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	2 2	0 0	2 2
		Ross Owen	0 0	1 1	0 0	1 1
		Torrens Arnold	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	5 4	0 0	5 4
	Metro D Help Desk	Doug Brown	0 0	2 2	0 0	2 2
		Jed Patrick	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Network Operations	Brant Davis	1 0	0 0	0 0	1 0
		Dave Bodily	0 0	6 1	0 0	6 1
		Robert Ryan	0 0	3 1	0 0	3 1
		Assigned to Individual Total	1 0	9 2	0 0	10 2
	Operations Production Control	Cal Brinton	0 0	8 6	0 0	8 6
		Christie Burnham	0 0	161 156	0 0	161 156

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Operations Production Control	Duane Hardy	0 0	33 26	0 0	33 26
		Assigned to Individual Total	0 0	202 188	0 0	202 188
	Rural Central Desktop Support	Gerald Adams	0 0	1 1	0 0	1 1
		Jay Barfuss	0 0	5 5	0 0	5 5
		Jeremy Standifird	0 0	10 2	0 0	10 2
		Jessica Purcell	0 0	20 19	0 0	20 19
		Paul Petersen	0 0	13 6	0 0	13 6
		Rod Montoya	0 0	54 52	0 0	54 52
		Ron LeBaron	0 0	8 5	0 0	8 5
		Todd Hardy	0 0	6 6	0 0	6 6
		Troy Morris	0 0	8 3	0 0	8 3
		Assigned to Individual Total	0 0	125 99	0 0	125 99
	Rural North Desktop Support	Dane Smith	0 0	8 0	0 0	8 0
		Don Higgs	0 0	20 16	0 0	20 16

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Rural North Desktop Support	Kelly Warren	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	34 30	0 0	34 30
		Neil Smedley	0 0	27 11	0 0	27 11
		Ruston McKay	0 0	45 45	0 0	45 45
		Ryan Casey	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	139 102	0 0	139 102
	Rural South Desktop Support	Doug Chaston	0 0	1 1	0 0	1 1
		Doug Thornton	0 0	4 3	0 0	4 3
		Joel Finlinson	0 0	14 11	0 0	14 11
		Julie Christensen	0 0	1 1	0 0	1 1
		Lance Nay	0 0	16 15	0 0	16 15
		Lane Adams	0 0	9 0	0 0	9 0
		Meladye Shively	0 0	2 0	0 0	2 0
		Ryan Bennett	0 0	2 0	0 0	2 0

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0	11 3	0 0	11 3
		Assigned to Individual Total	0 0	60 34	0 0	60 34
	Security	Garry Gregson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Engineering	Julie Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Egan	0 0	1 1	0 0	1 1
		Gail Christiansen	0 0	6 0	3 0	9 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	4 0	0 0	4 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	27 11	1 0	28 11
		Assigned to Individual Total	0 0	41 12	4 0	45 12
	Voice/Data/WAN Services	Greg Blessing	0 0	3 0	0 0	3 0

Enterprise Incident Report March 2012
As of 4/2/2012

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Voice/Data/WAN Services	Mike Johnson	0 0	4 0	0 0	4 0
		Mitch Hood	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Assigned Group Total		5 0	1,746 951	7 0	1,758 951
Customer Company Total			5 0	1,746 951	7 0	1,758 951

Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Workforce Services	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	4 2	0 0	4 2
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	5 1	0 0	5 1
		Assigned to Individual Total	0 0	14 3	0 0	14 3
	Application Support - APEX	Bonnie Snider	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - CATS IV	Dawn Harris	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of **4/2/2012**

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Application Support - Content Manager	Chad Thompson	0 0	1 0	0 0	1 0
		Nate Olson	1 0	17 1	0 0	18 1
		None	0 0	91 0	0 0	91 0
		Randall Ottesen	1 0	12 0	0 0	13 0
		Assigned to Individual Total	2 0	121 1	0 0	123 1
	Application Support - CUBS	Rick Kowalczik	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - Data Warehouse	Blaine Campbell	0 0	1 0	0 0	1 0
		Drew Maxfield	0 0	2 0	0 0	2 0
		Shana Woodall	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Application Support - DBA	Eric Swain	0 0	14 1	1 0	15 1
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	15 1	1 0	16 1

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Application Support - EFIND	Anhkim Le	0 0	5 0	0 0	5 0
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Application Support - EREP Data Processing	David Moffitt	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Application Support - EREP Systems	David Moffitt	0 0	47 5	0 0	47 5
		Assigned to Individual Total	0 0	47 5	0 0	47 5
	Application Support - MyCase	Ilya Oyzerskiy	0 0	5 1	0 0	5 1
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Application Support - Single Signon	Jaynee Kimber	0 0	1 0	0 0	1 0
		Justin Miller	0 0	4 0	0 0	4 0
		Lana Larsen	0 0	1 0	0 0	1 0
		Lori Newren	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Application Support - Thin Client	Bonnie Snider	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - UI Web	Eric Hardy	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - UWORKS	Eric Strong	0 0	50 33	0 0	50 33
		Jeff Pryor	0 0	30 23	0 0	30 23
		None	0 0	11 0	0 0	11 0
		Shane Otvos	0 0	6 5	0 0	6 5
		Assigned to Individual Total	0 0	97 61	0 0	97 61
	Application Support - Web Dev	Chad Thompson	0 0	3 1	0 0	3 1
		Christopher Schalk	0 0	2 1	0 0	2 1
		Dave Clark	0 0	1 1	0 0	1 1
		Justin Miller	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	8 3	0 0	8 3

Enterprise Incident Report March 2012
As of 4/2/2012

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Application Support - WIC	Matthew Earl	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	10 0	0 0	10 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		James Stearns	0 0	6 0	0 0	6 0
		Julie VanBeekum	0 0	11 0	0 0	11 0
		None	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	41 0	0 0	41 0
	Metro A Desktop Support	Adam Staks	0 0	28 0	0 0	28 0
		Burton Brown	0 0	5 0	0 0	5 0
		Diane Pfeifer	0 0	1 0	0 0	1 0

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Metro A Desktop Support	Edward Fortner	0 0	20 0	0 0	20 0
		James Kammeyer	0 0	4 0	0 0	4 0
		Kraig Ellis	0 0	23 0	0 0	23 0
		Mike Beynon	0 0	10 0	0 0	10 0
		Mike Wilde	0 0	27 0	0 0	27 0
		Robert Wall	0 0	13 0	0 0	13 0
		Tracy VanderVaart	0 0	35 0	0 0	35 0
		Assigned to Individual Total	0 0	166 0	0 0	166 0
	Metro A Help Desk	Cindy Schroeder	0 0	207 0	0 0	207 0
		Ed Conrad	0 0	110 0	0 0	110 0
		Liz Evans	0 0	212 0	0 0	212 0
		Assigned to Individual Total	0 0	529 0	0 0	529 0
	Metro A Hosting	Chris Kunde	0 0	1 1	0 0	1 1
		Jeff Bartholomew	2 1	5 1	0 0	7 2

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Metro A Hosting	Keith Scholl	0 0	0 0	2 0	2 0
		None	0 0	5 0	0 0	5 0
		Tom Carney	0 0	5 2	0 0	5 2
		Assigned to Individual Total	2 1	16 4	2 0	20 5
	Metro B Desktop Support	Jay Locker	0 0	6 0	0 0	6 0
		Ken Bolkcom	0 0	5 0	0 0	5 0
		Peter Musser	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	6 0	0 0	6 0
		Wayne Higgs	0 0	24 0	0 0	24 0
		Assigned to Individual Total	0 0	42 0	0 0	42 0
	Metro B Help Desk	Ed Conrad	0 0	3 0	0 0	3 0
		Gary Graham	0 0	5 0	0 0	5 0
		Val Shepherd	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Metro C Help Desk	Chris Olson	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	2 0	0 0	2 0
		Ross Owen	0 0	1 0	0 0	1 0
		Torrens Arnold	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro D Help Desk	Doug Brown	0 0	2 0	0 0	2 0
		Jed Patrick	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Network Operations	Brant Davis	1 0	0 0	0 0	1 0
		Dave Bodily	0 0	6 0	0 0	6 0
		Robert Ryan	0 0	3 0	0 0	3 0
		Assigned to Individual Total	1 0	9 0	0 0	10 0
	Operations Production Control	Cal Brinton	0 0	8 0	0 0	8 0
		Christie Burnham	0 0	161 2	0 0	161 2

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Operations Production Control	Duane Hardy	0 0	33 0	0 0	33 0
		Assigned to Individual Total	0 0	202 2	0 0	202 2
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	5 0	0 0	5 0
		Jeremy Standifird	0 0	10 0	0 0	10 0
		Jessica Purcell	0 0	20 0	0 0	20 0
		Paul Petersen	0 0	13 0	0 0	13 0
		Rod Montoya	0 0	54 2	0 0	54 2
		Ron LeBaron	0 0	8 1	0 0	8 1
		Todd Hardy	0 0	6 0	0 0	6 0
		Troy Morris	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	125 3	0 0	125 3
	Rural North Desktop Support	Dane Smith	0 0	8 0	0 0	8 0
		Don Higgs	0 0	20 1	0 0	20 1

Enterprise Incident Report March 2012
As of 4/2/2012

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Rural North Desktop Support	Kelly Warren	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	34 0	0 0	34 0
		Neil Smedley	0 0	27 1	0 0	27 1
		Ruston McKay	0 0	45 1	0 0	45 1
		Ryan Casey	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	139 3	0 0	139 3
	Rural South Desktop Support	Doug Chaston	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	4 0	0 0	4 0
		Joel Finlinson	0 0	14 0	0 0	14 0
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	16 0	0 0	16 0
		Lane Adams	0 0	9 0	0 0	9 0
		Meladye Shively	0 0	2 1	0 0	2 1
		Ryan Bennett	0 0	2 0	0 0	2 0

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0	11 1	0 0	11 1
		Assigned to Individual Total	0 0	60 2	0 0	60 2
	Security	Garry Gregson	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Voice Engineering	Julie Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Egan	0 0	1 0	0 0	1 0
		Gail Christiansen	0 0	6 0	3 0	9 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	4 1	0 0	4 1
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	27 0	1 1	28 1
		Assigned to Individual Total	0 0	41 1	4 1	45 2
	Voice/Data/WAN Services	Greg Blessing	0 0	3 0	0 0	3 0

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Voice/Data/WAN Services	Mike Johnson	0	4	0	4
			0	1	0	1
		Mitch Hood	0	1	0	1
			0	0	0	0
		Spencer Blodgett	0	1	0	1
			0	0	0	0
		T Artis	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	10	0	10
			0	1	0	1
	Assigned Group Total		5	1,746	7	1,758
			1	94	1	96
Customer Company Total			5	1,746	7	1,758
			1	94	1	96

Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Workforce Services	Application Services	Bart Purser	0 0.00	1 0.42	0 0.00	1 0.42
		Danielle Hood	0 0.00	1 0.12	0 0.00	1 0.12
		Dustin Crump	0 0.00	4 0.82	0 0.00	4 0.82
		Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Paul Lundell	0 0.00	2 0.00	0 0.00	2 0.00
		Tony Larsen	0 0.00	5 0.43	0 0.00	5 0.43
		Assigned to Individual Total	0 0.00	14 0.43	0 0.00	14 0.43
	Application Support - APEX	Bonnie Snider	0 0.00	1 0.35	0 0.00	1 0.35
		Assigned to Individual Total	0 0.00	1 0.35	0 0.00	1 0.35
	Application Support - CATS IV	Dawn Harris	0 0.00	1 0.05	0 0.00	1 0.05
		Assigned to Individual Total	0 0.00	1 0.05	0 0.00	1 0.05

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Content Manager	Chad Thompson	0 0.00	1 0.73	0 0.00	1 0.73
		Nate Olson	1 0.36	17 0.14	0 0.00	18 0.15
		None	0 0.00	91 0.00	0 0.00	91 0.00
		Randall Ottesen	1 0.13	12 0.15	0 0.00	13 0.15
		Assigned to Individual Total	2 0.25	121 0.04	0 0.00	123 0.04
	Application Support - CUBS	Rick Kowalczik	0 0.00	1 1.87	0 0.00	1 1.87
		Assigned to Individual Total	0 0.00	1 1.87	0 0.00	1 1.87
	Application Support - Data Warehouse	Blaine Campbell	0 0.00	1 0.42	0 0.00	1 0.42
		Drew Maxfield	0 0.00	2 0.43	0 0.00	2 0.43
		Shana Woodall	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.32	0 0.00	4 0.32
	Application Support - DBA	Eric Swain	0 0.00	14 0.13	1 0.00	15 0.12
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	15 0.12	1 0.00	16 0.12

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - EFIND	Anhkim Le	0 0.00	5 0.27	0 0.00	5 0.27
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	6 0.23	0 0.00	6 0.23
	Application Support - EREP Data Processing	David Moffitt	0 0.00	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total	0 0.00	9 0.00	0 0.00	9 0.00
	Application Support - EREP Systems	David Moffitt	0 0.00	47 0.25	0 0.00	47 0.25
		Assigned to Individual Total	0 0.00	47 0.25	0 0.00	47 0.25
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	5 0.69	0 0.00	5 0.69
		Assigned to Individual Total	0 0.00	5 0.69	0 0.00	5 0.69
	Application Support - Single Signon	Jaynee Kimber	0 0.00	1 0.00	0 0.00	1 0.00
		Justin Miller	0 0.00	4 0.38	0 0.00	4 0.38
		Lana Larsen	0 0.00	1 0.00	0 0.00	1 0.00
		Lori Newren	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	10 0.15	0 0.00	10 0.15

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Thin Client	Bonnie Snider	0 0.00	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total	0 0.00	1 0.25	0 0.00	1 0.25
	Application Support - UI Web	Eric Hardy	0 0.00	1 1.75	0 0.00	1 1.75
		Assigned to Individual Total	0 0.00	1 1.75	0 0.00	1 1.75
	Application Support - UWORKS	Eric Strong	0 0.00	50 3.99	0 0.00	50 3.99
		Jeff Pryor	0 0.00	30 5.77	0 0.00	30 5.77
		None	0 0.00	11 0.00	0 0.00	11 0.00
		Shane Otvos	0 0.00	6 6.81	0 0.00	6 6.81
		Assigned to Individual Total	0 0.00	97 4.26	0 0.00	97 4.26
	Application Support - Web Dev	Chad Thompson	0 0.00	3 2.11	0 0.00	3 2.11
		Christopher Schalk	0 0.00	2 0.97	0 0.00	2 0.97
		Dave Clark	0 0.00	1 1.77	0 0.00	1 1.77
		Justin Miller	0 0.00	2 0.59	0 0.00	2 0.59
		Assigned to Individual Total	0 0.00	8 1.40	0 0.00	8 1.40

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - WIC	Matthew Earl	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Capitol Hosting	Kyle Burkhardt	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	1 0.19	0 0.00	1 0.19
	Help Desk	Brenda Treadway	0 0.00	10 0.00	0 0.00	10 0.00
		Eileen Dubach	0 0.00	4 0.01	0 0.00	4 0.01
		James Stearns	0 0.00	6 0.00	0 0.00	6 0.00
		Julie VanBeekum	0 0.00	11 0.09	0 0.00	11 0.09
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total	0 0.00	41 0.03	0 0.00	41 0.03
	Metro A Desktop Support	Adam Staks	0 0.00	28 0.12	0 0.00	28 0.12
		Burton Brown	0 0.00	5 0.05	0 0.00	5 0.05
		Diane Pfeifer	0 0.00	1 0.23	0 0.00	1 0.23

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Edward Fortner	0 0.00	20 0.07	0 0.00	20 0.07
		James Kammeyer	0 0.00	4 0.20	0 0.00	4 0.20
		Kraig Ellis	0 0.00	23 0.13	0 0.00	23 0.13
		Mike Beynon	0 0.00	10 0.14	0 0.00	10 0.14
		Mike Wilde	0 0.00	27 0.16	0 0.00	27 0.16
		Robert Wall	0 0.00	13 0.11	0 0.00	13 0.11
		Tracy VanderVaart	0 0.00	35 0.10	0 0.00	35 0.10
		Assigned to Individual Total	0 0.00	166 0.12	0 0.00	166 0.12
	Metro A Help Desk	Cindy Schroeder	0 0.00	207 0.02	0 0.00	207 0.02
		Ed Conrad	0 0.00	110 0.00	0 0.00	110 0.00
		Liz Evans	0 0.00	212 0.01	0 0.00	212 0.01
		Assigned to Individual Total	0 0.00	529 0.01	0 0.00	529 0.01
	Metro A Hosting	Chris Kunde	0 0.00	1 2.96	0 0.00	1 2.96
		Jeff Bartholomew	2 6.93	5 1.37	0 0.00	7 2.96

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro A Hosting	Keith Scholl	0 0.00	0 0.00	2 0.00	2 0.00
		None	0 0.00	5 0.00	0 0.00	5 0.00
		Tom Carney	0 0.00	5 0.89	0 0.00	5 0.89
		Assigned to Individual Total	2 6.93	16 0.89	2 0.00	20 1.41
	Metro B Desktop Support	Jay Locker	0 0.00	6 0.06	0 0.00	6 0.06
		Ken Bolkcom	0 0.00	5 0.01	0 0.00	5 0.01
		Peter Musser	0 0.00	1 0.00	0 0.00	1 0.00
		Tyler Pearce	0 0.00	6 0.07	0 0.00	6 0.07
		Wayne Higgs	0 0.00	24 0.12	0 0.00	24 0.12
		Assigned to Individual Total	0 0.00	42 0.09	0 0.00	42 0.09
	Metro B Help Desk	Ed Conrad	0 0.00	3 0.00	0 0.00	3 0.00
		Gary Graham	0 0.00	5 0.00	0 0.00	5 0.00
		Val Shepherd	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	12 0.00	0 0.00	12 0.00

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro C Help Desk	Chris Olson	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Torrens Arnold	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	0 0.00	2 0.00
		Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Network Operations	Brant Davis	1 0.07	0 0.00	0 0.00	1 0.07
		Dave Bodily	0 0.00	6 0.13	0 0.00	6 0.13
		Robert Ryan	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	1 0.07	9 0.09	0 0.00	10 0.08
	Operations Production Control	Cal Brinton	0 0.00	8 0.01	0 0.00	8 0.01
		Christie Burnham	0 0.00	161 0.02	0 0.00	161 0.02

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Operations Production Control	Duane Hardy	0 0.00	33 0.02	0 0.00	33 0.02
		Assigned to Individual Total	0 0.00	202 0.02	0 0.00	202 0.02
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Barfuss	0 0.00	5 0.00	0 0.00	5 0.00
		Jeremy Standifird	0 0.00	10 0.02	0 0.00	10 0.02
		Jessica Purcell	0 0.00	20 0.00	0 0.00	20 0.00
		Paul Petersen	0 0.00	13 0.09	0 0.00	13 0.09
		Rod Montoya	0 0.00	54 0.09	0 0.00	54 0.09
		Ron LeBaron	0 0.00	8 0.15	0 0.00	8 0.15
		Todd Hardy	0 0.00	6 0.00	0 0.00	6 0.00
		Troy Morris	0 0.00	8 0.00	0 0.00	8 0.00
		Assigned to Individual Total	0 0.00	125 0.06	0 0.00	125 0.06
	Rural North Desktop Support	Dane Smith	0 0.00	8 0.06	0 0.00	8 0.06
		Don Higgs	0 0.00	20 0.20	0 0.00	20 0.20

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural North Desktop Support	Kelly Warren	0 0.00	1 0.00	0 0.00	1 0.00
		Kim Ratushniak	0 0.00	34 0.07	0 0.00	34 0.07
		Neil Smedley	0 0.00	27 0.15	0 0.00	27 0.15
		Ruston McKay	0 0.00	45 0.04	0 0.00	45 0.04
		Ryan Casey	0 0.00	4 0.28	0 0.00	4 0.28
		Assigned to Individual Total	0 0.00	139 0.10	0 0.00	139 0.10
	Rural South Desktop Support	Doug Chaston	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Thornton	0 0.00	4 0.00	0 0.00	4 0.00
		Joel Finlinson	0 0.00	14 0.02	0 0.00	14 0.02
		Julie Christensen	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	16 0.06	0 0.00	16 0.06
		Lane Adams	0 0.00	9 0.22	0 0.00	9 0.22
		Meladye Shively	0 0.00	2 0.76	0 0.00	2 0.76
		Ryan Bennett	0 0.00	2 0.23	0 0.00	2 0.23

Enterprise Incident Report March 2012
As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0.00	11 0.22	0 0.00	11 0.22
		Assigned to Individual Total	0 0.00	60 0.13	0 0.00	60 0.13
	Security	Garry Gregson	0 0.00	2 1.98	0 0.00	2 1.98
		Assigned to Individual Total	0 0.00	2 1.98	0 0.00	2 1.98
	Voice Engineering	Julie Johnson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Britany Egan	0 0.00	1 0.17	0 0.00	1 0.17
		Gail Christiansen	0 0.00	6 0.35	3 0.22	9 0.30
		Julie Sabato	0 0.00	2 0.35	0 0.00	2 0.35
		Kelly Johnson	0 0.00	4 0.50	0 0.00	4 0.50
		Leon Owen	0 0.00	1 0.20	0 0.00	1 0.20
		Romanza Hamblin Sorensen	0 0.00	27 0.23	1 2.09	28 0.30
		Assigned to Individual Total	0 0.00	41 0.28	4 0.68	45 0.32
	Voice/Data/WAN Services	Greg Blessing	0 0.00	3 0.18	0 0.00	3 0.18

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Voice/Data/WAN Services	Mike Johnson	0 0.00	4 0.53	0 0.00	4 0.53
		Mitch Hood	0 0.00	1 0.59	0 0.00	1 0.59
		Spencer Blodgett	0 0.00	1 0.20	0 0.00	1 0.20
		T Artis	0 0.00	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	0 0.00	10 0.36	0 0.00	10 0.36
	Assigned Group Total		5 2.88	1,746 0.32	7 0.39	1,758 0.33
Customer Company Total			5 2.88	1,746 0.32	7 0.39	1,758 0.33

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Workforce Services	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	14 1	0 0	14 1
	Application Support - APEX	Bonnie Snider	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - CATS IV	Dawn Harris	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - Content Manager	Chad Thompson	0 0	1 0	0 0	1 0
		Nate Olson	1 0	17 0	0 0	18 0
		None	0 0	91 0	0 0	91 0
		Randall Ottesen	1 0	12 0	0 0	13 0
		Assigned to Individual Total	2 0	121 0	0 0	123 0
	Application Support - CUBS	Rick Kowalczik	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Data Warehouse	Blaine Campbell	0 0	1 0	0 0	1 0
		Drew Maxfield	0 0	2 0	0 0	2 0
		Shana Woodall	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Application Support - DBA	Eric Swain	0 0	14 0	1 0	15 0
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	15 0	1 0	16 0

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - EFIND	Anhkim Le	0 0	5 0	0 0	5 0
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Application Support - EREP Data Processing	David Moffitt	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Application Support - EREP Systems	David Moffitt	0 0	47 2	0 0	47 2
		Assigned to Individual Total	0 0	47 2	0 0	47 2
	Application Support - MyCase	Ilya Oyzerskiy	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Application Support - Single Signon	Jaynee Kimber	0 0	1 0	0 0	1 0
		Justin Miller	0 0	4 0	0 0	4 0
		Lana Larsen	0 0	1 0	0 0	1 0
		Lori Newren	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - Thin Client	Bonnie Snider	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - UI Web	Eric Hardy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - UWORKS	Eric Strong	0 0	50 12	0 0	50 12
		Jeff Pryor	0 0	30 13	0 0	30 13
		None	0 0	11 0	0 0	11 0
		Shane Otvos	0 0	6 4	0 0	6 4
		Assigned to Individual Total	0 0	97 29	0 0	97 29
	Application Support - Web Dev	Chad Thompson	0 0	3 1	0 0	3 1
		Christopher Schalk	0 0	2 0	0 0	2 0
		Dave Clark	0 0	1 0	0 0	1 0
		Justin Miller	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	8 2	0 0	8 2

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - WIC	Matthew Earl	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	10 0	0 0	10 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		James Stearns	0 0	6 0	0 0	6 0
		Julie VanBeekum	0 0	11 0	0 0	11 0
		None	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	41 0	0 0	41 0
	Metro A Desktop Support	Adam Staks	0 0	28 1	0 0	28 1
		Burton Brown	0 0	5 0	0 0	5 0
		Diane Pfeifer	0 0	1 0	0 0	1 0

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro A Desktop Support	Edward Fortner	0 0	20 0	0 0	20 0
		James Kammeyer	0 0	4 0	0 0	4 0
		Kraig Ellis	0 0	23 1	0 0	23 1
		Mike Beynon	0 0	10 0	0 0	10 0
		Mike Wilde	0 0	27 1	0 0	27 1
		Robert Wall	0 0	13 0	0 0	13 0
		Tracy VanderVaart	0 0	35 0	0 0	35 0
		Assigned to Individual Total	0 0	166 3	0 0	166 3
	Metro A Help Desk	Cindy Schroeder	0 0	207 0	0 0	207 0
		Ed Conrad	0 0	110 0	0 0	110 0
		Liz Evans	0 0	212 0	0 0	212 0
		Assigned to Individual Total	0 0	529 0	0 0	529 0
	Metro A Hosting	Chris Kunde	0 0	1 0	0 0	1 0
		Jeff Bartholomew	2 2	5 1	0 0	7 3

Enterprise Incident Report March 2012
As of 4/2/2012

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro A Hosting	Keith Scholl	0 0	0 0	2 0	2 0
		None	0 0	5 0	0 0	5 0
		Tom Carney	0 0	5 0	0 0	5 0
		Assigned to Individual Total	2 2	16 1	2 0	20 3
	Metro B Desktop Support	Jay Locker	0 0	6 0	0 0	6 0
		Ken Bolkcom	0 0	5 0	0 0	5 0
		Peter Musser	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	6 0	0 0	6 0
		Wayne Higgs	0 0	24 1	0 0	24 1
		Assigned to Individual Total	0 0	42 1	0 0	42 1
	Metro B Help Desk	Ed Conrad	0 0	3 0	0 0	3 0
		Gary Graham	0 0	5 0	0 0	5 0
		Val Shepherd	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro C Help Desk	Chris Olson	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	2 0	0 0	2 0
		Ross Owen	0 0	1 0	0 0	1 0
		Torrens Arnold	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro D Help Desk	Doug Brown	0 0	2 0	0 0	2 0
		Jed Patrick	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Network Operations	Brant Davis	1 0	0 0	0 0	1 0
		Dave Bodily	0 0	6 0	0 0	6 0
		Robert Ryan	0 0	3 0	0 0	3 0
		Assigned to Individual Total	1 0	9 0	0 0	10 0
	Operations Production Control	Cal Brinton	0 0	8 0	0 0	8 0
		Christie Burnham	0 0	161 0	0 0	161 0

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Operations Production Control	Duane Hardy	0 0	33 0	0 0	33 0
		Assigned to Individual Total	0 0	202 0	0 0	202 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	5 0	0 0	5 0
		Jeremy Standifird	0 0	10 0	0 0	10 0
		Jessica Purcell	0 0	20 0	0 0	20 0
		Paul Petersen	0 0	13 0	0 0	13 0
		Rod Montoya	0 0	54 0	0 0	54 0
		Ron LeBaron	0 0	8 0	0 0	8 0
		Todd Hardy	0 0	6 0	0 0	6 0
		Troy Morris	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	125 0	0 0	125 0
	Rural North Desktop Support	Dane Smith	0 0	8 0	0 0	8 0
		Don Higgs	0 0	20 0	0 0	20 0

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural North Desktop Support	Kelly Warren	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	34 0	0 0	34 0
		Neil Smedley	0 0	27 0	0 0	27 0
		Ruston McKay	0 0	45 0	0 0	45 0
		Ryan Casey	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	139 0	0 0	139 0
	Rural South Desktop Support	Doug Chaston	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	4 0	0 0	4 0
		Joel Finlinson	0 0	14 0	0 0	14 0
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	16 0	0 0	16 0
		Lane Adams	0 0	9 0	0 0	9 0
		Meladye Shively	0 0	2 0	0 0	2 0
		Ryan Bennett	0 0	2 0	0 0	2 0

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0	11 0	0 0	11 0
		Assigned to Individual Total	0 0	60 0	0 0	60 0
	Security	Garry Gregson	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Voice Engineering	Julie Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Egan	0 0	1 0	0 0	1 0
		Gail Christiansen	0 0	6 0	3 2	9 2
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	4 0	0 0	4 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	27 0	1 0	28 0
		Assigned to Individual Total	0 0	41 0	4 2	45 2
	Voice/Data/WAN Services	Greg Blessing	0 0	3 0	0 0	3 0

Enterprise Incident Report March 2012
As of 4/2/2012

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Voice/Data/WAN Services	Mike Johnson	0 0	4 0	0 0	4 0
		Mitch Hood	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Assigned Group Total		5 2	1,746 40	7 2	1,758 44
Customer Company Total			5 2	1,746 40	7 2	1,758 44

Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | | | **Top Number - Total Incidents** | | | |
| | | | **Bottom Number - Average time in hours** | | | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**ATTR Total**
Workforce Services	Application Services	Bart Purser	0 0.00	1 5.69	0 0.00	1 5.69
		Danielle Hood	0 0.00	1 0.86	0 0.00	1 0.86
		Dustin Crump	0 0.00	4 1.12	0 0.00	4 1.12
		Martin Gonzalez	0 0.00	1 6.18	0 0.00	1 6.18
		Paul Lundell	0 0.00	2 0.88	0 0.00	2 0.88
		Tony Larsen	0 0.00	5 2.13	0 0.00	5 2.13
		Assigned to Individual Total	0 0.00	14 2.11	0 0.00	14 2.11
	Application Support - APEX	Bonnie Snider	0 0.00	1 0.87	0 0.00	1 0.87
		Assigned to Individual Total	0 0.00	1 0.87	0 0.00	1 0.87
	Application Support - CATS IV	Dawn Harris	0 0.00	1 1.66	0 0.00	1 1.66
		Assigned to Individual Total	0 0.00	1 1.66	0 0.00	1 1.66

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - Content Manager	Chad Thompson	0 0.00	1 0.73	0 0.00	1 0.73
		Nate Olson	1 0.36	17 0.75	0 0.00	18 0.70
		None	0 0.00	91 0.18	0 0.00	91 0.18
		Randall Ottesen	1 2.70	12 0.39	0 0.00	13 0.68
		Assigned to Individual Total	2 1.53	121 0.55	0 0.00	123 0.66
	Application Support - CUBS	Rick Kowalczik	0 0.00	1 2.31	0 0.00	1 2.31
		Assigned to Individual Total	0 0.00	1 2.31	0 0.00	1 2.31
	Application Support - Data Warehouse	Blaine Campbell	0 0.00	1 0.42	0 0.00	1 0.42
		Drew Maxfield	0 0.00	2 0.43	0 0.00	2 0.43
		Shana Woodall	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.32	0 0.00	4 0.32
	Application Support - DBA	Eric Swain	0 0.00	14 0.61	1 0.00	15 0.46
		None	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	15 0.61	1 0.00	16 0.46

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - EFIND	Anhkim Le	0 0.00	5 1.36	0 0.00	5 1.36
		None	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	6 1.36	0 0.00	6 1.36
	Application Support - EREP Data Processing	David Moffitt	0 0.00	9 0.04	0 0.00	9 0.04
		Assigned to Individual Total	0 0.00	9 0.04	0 0.00	9 0.04
	Application Support - EREP Systems	David Moffitt	0 0.00	47 2.54	0 0.00	47 2.54
		Assigned to Individual Total	0 0.00	47 2.54	0 0.00	47 2.54
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	5 0.69	0 0.00	5 0.69
		Assigned to Individual Total	0 0.00	5 0.69	0 0.00	5 0.69
	Application Support - Single Signon	Jaynee Kimber	0 0.00	1 0.00	0 0.00	1 0.00
		Justin Miller	0 0.00	4 0.87	0 0.00	4 0.87
		Lana Larsen	0 0.00	1 0.00	0 0.00	1 0.00
		Lori Newren	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	10 0.35	0 0.00	10 0.35

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - Thin Client	Bonnie Snider	0 0.00	1 0.68	0 0.00	1 0.68
		Assigned to Individual Total	0 0.00	1 0.68	0 0.00	1 0.68
	Application Support - UI Web	Eric Hardy	0 0.00	1 1.75	0 0.00	1 1.75
		Assigned to Individual Total	0 0.00	1 1.75	0 0.00	1 1.75
	Application Support - UWORKS	Eric Strong	0 0.00	50 4.01	0 0.00	50 4.01
		Jeff Pryor	0 0.00	30 7.12	0 0.00	30 7.12
		None	0 0.00	11 0.01	0 0.00	11 0.01
		Shane Otvos	0 0.00	6 8.53	0 0.00	6 8.53
		Assigned to Individual Total	0 0.00	97 5.35	0 0.00	97 5.35
	Application Support - Web Dev	Chad Thompson	0 0.00	3 2.86	0 0.00	3 2.86
		Christopher Schalk	0 0.00	2 0.97	0 0.00	2 0.97
		Dave Clark	0 0.00	1 1.77	0 0.00	1 1.77
		Justin Miller	0 0.00	2 4.29	0 0.00	2 4.29
		Assigned to Individual Total	0 0.00	8 2.61	0 0.00	8 2.61

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - WIC	Matthew Earl	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Capitol Hosting	Kyle Burkhardt	0 0.00	1 3.43	0 0.00	1 3.43
		Assigned to Individual Total	0 0.00	1 3.43	0 0.00	1 3.43
	Help Desk	Brenda Treadway	0 0.00	10 0.00	0 0.00	10 0.00
		Eileen Dubach	0 0.00	4 0.01	0 0.00	4 0.01
		James Stearns	0 0.00	6 0.00	0 0.00	6 0.00
		Julie VanBeekum	0 0.00	11 0.21	0 0.00	11 0.21
		None	0 0.00	1	0 0.00	1
		Vicky Marrelli	0 0.00	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total	0 0.00	41 0.06	0 0.00	41 0.06
	Metro A Desktop Support	Adam Staks	0 0.00	28 0.88	0 0.00	28 0.88
		Burton Brown	0 0.00	5 0.53	0 0.00	5 0.53
		Diane Pfeifer	0 0.00	1 0.23	0 0.00	1 0.23

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Edward Fortner	0 0.00	19 1.08	0 0.00	19 1.08
		James Kammeyer	0 0.00	4 0.67	0 0.00	4 0.67
		Kraig Ellis	0 0.00	23 1.49	0 0.00	23 1.49
		Mike Beynon	0 0.00	10 0.78	0 0.00	10 0.78
		Mike Wilde	0 0.00	27 1.24	0 0.00	27 1.24
		Robert Wall	0 0.00	13 0.30	0 0.00	13 0.30
		Tracy VanderVaart	0 0.00	35 0.35	0 0.00	35 0.35
		Assigned to Individual Total	0 0.00	165 0.86	0 0.00	165 0.86
	Metro A Help Desk	Cindy Schroeder	0 0.00	207 0.24	0 0.00	207 0.24
		Ed Conrad	0 0.00	110 0.19	0 0.00	110 0.19
		Liz Evans	0 0.00	211 0.08	0 0.00	211 0.08
		Assigned to Individual Total	0 0.00	528 0.17	0 0.00	528 0.17
	Metro A Hosting	Chris Kunde	0 0.00	1 2.96	0 0.00	1 2.96
		Jeff Bartholomew	2 13.98	5 2.28	0 0.00	7 6.96

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro A Hosting	Keith Scholl	0 0.00	0 0.00	2 0.00	2 0.00
		None	0 0.00	5	0 0.00	5
		Tom Carney	0 0.00	5 1.14	0 0.00	5 1.14
		Assigned to Individual Total	2 13.98	16 1.72	2 0.00	20 3.34
	Metro B Desktop Support	Jay Locker	0 0.00	6 2.04	0 0.00	6 2.04
		Ken Bolkcom	0 0.00	5 0.57	0 0.00	5 0.57
		Peter Musser	0 0.00	1 0.17	0 0.00	1 0.17
		Tyler Pearce	0 0.00	6 1.00	0 0.00	6 1.00
		Wayne Higgs	0 0.00	24 2.40	0 0.00	24 2.40
		Assigned to Individual Total	0 0.00	42 1.88	0 0.00	42 1.88
	Metro B Help Desk	Ed Conrad	0 0.00	3 0.02	0 0.00	3 0.02
		Gary Graham	0 0.00	5 0.00	0 0.00	5 0.00
		Val Shepherd	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	12 0.01	0 0.00	12 0.01

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro C Help Desk	Chris Olson	0 0.00	1	0 0.00	1
		Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Torrens Arnold	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	0 0.00	2 0.00
		Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Network Operations	Brant Davis	1 2.67	0 0.00	0 0.00	1 2.67
		Dave Bodily	0 0.00	6 2.05	0 0.00	6 2.05
		Robert Ryan	0 0.00	3 1.85	0 0.00	3 1.85
		Assigned to Individual Total	1 2.67	9 1.99	0 0.00	10 2.05
	Operations Production Control	Cal Brinton	0 0.00	8 0.02	0 0.00	8 0.02
		Christie Burnham	0 0.00	161 0.03	0 0.00	161 0.03

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Operations Production Control	Duane Hardy	0 0.00	33 0.11	0 0.00	33 0.11
		Assigned to Individual Total	0 0.00	202 0.04	0 0.00	202 0.04
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 2.52	0 0.00	1 2.52
		Jay Barfuss	0 0.00	5 0.00	0 0.00	5 0.00
		Jeremy Standifird	0 0.00	10 1.06	0 0.00	10 1.06
		Jessica Purcell	0 0.00	20 0.00	0 0.00	20 0.00
		Paul Petersen	0 0.00	13 1.96	0 0.00	13 1.96
		Rod Montoya	0 0.00	54 0.29	0 0.00	54 0.29
		Ron LeBaron	0 0.00	8 0.22	0 0.00	8 0.22
		Todd Hardy	0 0.00	6 1.38	0 0.00	6 1.38
		Troy Morris	0 0.00	8 0.44	0 0.00	8 0.44
		Assigned to Individual Total	0 0.00	125 0.55	0 0.00	125 0.55
	Rural North Desktop Support	Dane Smith	0 0.00	8 0.46	0 0.00	8 0.46
		Don Higgs	0 0.00	20 0.85	0 0.00	20 0.85

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural North Desktop Support	Kelly Warren	0 0.00	1 0.70	0 0.00	1 0.70
		Kim Ratushniak	0 0.00	34 0.31	0 0.00	34 0.31
		Neil Smedley	0 0.00	27 0.27	0 0.00	27 0.27
		Ruston McKay	0 0.00	45 0.27	0 0.00	45 0.27
		Ryan Casey	0 0.00	4 0.72	0 0.00	4 0.72
		Assigned to Individual Total	0 0.00	139 0.39	0 0.00	139 0.39
	Rural South Desktop Support	Doug Chaston	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Thornton	0 0.00	4 0.36	0 0.00	4 0.36
		Joel Finlinson	0 0.00	14 0.03	0 0.00	14 0.03
		Julie Christensen	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	16 0.06	0 0.00	16 0.06
		Lane Adams	0 0.00	9 0.58	0 0.00	9 0.58
		Meladye Shively	0 0.00	2 1.52	0 0.00	2 1.52
		Ryan Bennett	0 0.00	2 0.80	0 0.00	2 0.80

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0.00	11 0.72	0 0.00	11 0.72
		Assigned to Individual Total	0 0.00	60 0.35	0 0.00	60 0.35
	Security	Garry Gregson	0 0.00	2 5.10	0 0.00	2 5.10
		Assigned to Individual Total	0 0.00	2 5.10	0 0.00	2 5.10
	Voice Engineering	Julie Johnson	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	1	0 0.00	1
	Voice Operations	Britany Egan	0 0.00	1 1.72	0 0.00	1 1.72
		Gail Christiansen	0 0.00	6 1.07	3 5.89	9 2.68
		Julie Sabato	0 0.00	2 0.47	0 0.00	2 0.47
		Kelly Johnson	0 0.00	4 0.80	0 0.00	4 0.80
		Leon Owen	0 0.00	1 0.40	0 0.00	1 0.40
		Romanza Hamblin Sorensen	0 0.00	27 0.85	1 2.19	28 0.89
		Assigned to Individual Total	0 0.00	41 0.87	4 4.97	45 1.23
	Voice/Data/WAN Services	Greg Blessing	0 0.00	3 0.99	0 0.00	3 0.99

Enterprise Incident Report March 2012

As of 4/2/2012

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Voice/Data/WAN Services	Mike Johnson	0 0.00	4 0.86	0 0.00	4 0.86
		Mitch Hood	0 0.00	1 0.60	0 0.00	1 0.60
		Spencer Blodgett	0 0.00	1 0.21	0 0.00	1 0.21
		T Artis	0 0.00	1 0.22	0 0.00	1 0.22
		Assigned to Individual Total	0 0.00	10 0.74	0 0.00	10 0.74
	Assigned Group Total		5 6.74	1,744 0.74	7 2.84	1,756 0.76
Customer Company Total			5 6.74	1,744 0.74	7 2.84	1,756 0.76

Workforce Services

Detail

Incident	Name	Category	Type	Product			TIR/TTR	Missed	Value
INC000000455942	Robert Birkinshaw	Network	Error	Citrix ICA Client			TIR Missed:	No	0.00
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low		Closed	TTR Missed:	No	1.63
INC000000461663	Peggy Mitchell	Application	Error	Utah Works			TIR Missed:	No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low		Closed	TTR Missed:	Yes	11.07
INC000000465494	Gary Newren	Application	None	Utah Works			TIR Missed:	No	0.25
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low		Closed	TTR Missed:	No	4.00
INC000000466199	Lisa Osborn	Application	Error	Utah Electronic Resource and E			TIR Missed:	Yes	1.37
	Application Support - EREP System	David Moffitt	Workforce Services	Low		Closed	TTR Missed:	No	1.37
INC000000467420	Cindy Adams	None	None	None			TIR Missed:	No	0.00
	Voice Engineering	Julie Johnson	Workforce Services	Low		Closed	TTR Missed:	No	
INC000000468225	Jackie Nielson	Application	Error	None			TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low		Closed	TTR Missed:	No	
INC000000468301	Kathryn Paget	None	None	None			TIR Missed:	No	0.00
	Security	Garry Gregson	Workforce Services	Low		Closed	TTR Missed:	Yes	6.18
INC000000468722	Karla Aguirre	PC/Laptop	None	None			TIR Missed:	No	0.43
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Closed	TTR Missed:	No	0.44
INC000000469203	Glenda Swallow	None	None	None			TIR Missed:	No	0.13
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low		Closed	TTR Missed:	No	0.13
INC000000469563	CindaLee Hall	PC/Laptop	Error	Microsoft Windows XP Professic			TIR Missed:	No	0.93
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Closed	TTR Missed:	No	1.42
INC000000469637	Sharrif Dajany	Telecom	None	Telephone			TIR Missed:	No	0.29
	Voice Operations	Gail Christiansen	Workforce Services	Low		Closed	TTR Missed:	No	0.29
INC000000469745	Natalie Young	Application	Error	Employee Gateway			TIR Missed:	No	0.19
	Capitol Hosting	Kyle Burkhardt	Workforce Services	Low		Closed	TTR Missed:	No	3.43
INC000000469798	Nichole Pusey	None	None	None			TIR Missed:	No	0.06
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low		Closed	TTR Missed:	No	3.92
INC000000470124	Gloria Bock	None	None	None			TIR Missed:	No	0.13
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low		Closed	TTR Missed:	No	0.13
INC000000470156	Ashley Baker	None	None	None			TIR Missed:	No	0.09
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low		Closed	TTR Missed:	No	0.09
INC000000470157	Stephen Manzione	None	None	None			TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed:	No	0.13

Workforce Services

INC000000470162	Teri Brinkerhoff	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000470163	Miri Parker	None	None	None		TIR Missed: No	0.21
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000470170	Helen Hadad	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470180	Kim Raddon	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470185	Becky Williams	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470189	Patricia Rose	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470192	Brenda Jones	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470196	Melodee Williams	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470197	Jackie Nielson	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470199	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470200	Jackie Williams	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470203	Rowena York	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470204	Jolie Jacobsen	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470208	Karen Conley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000470209	Robert Birkinshaw	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470211	Kimberly Johnson	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470216	Jacqueline Gene	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.03

Workforce Services

INC000000470217	Kristine Larson	None	None	None		TIR Missed: No	0.43
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000470239	Lisa Thomas	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470244	Elizabeth Ross	Application	Error	Utah Works		TIR Missed: Yes	8.22
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	8.22
INC000000470297	Natalie Young	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	2.03
INC000000470301	Michelle Wright	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470321	Karen Ojeda	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470405	Susana Acero	PC/Laptop	Performance	None		TIR Missed: No	0.47
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Resolved	TTR Missed: No	0.48
INC000000470408	Michelle Slaughter	Telecom	Coverage Path	Telephone		TIR Missed: No	0.19
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	4.21
INC000000470415	Sandra Pyper	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470471	Nichole Pusey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470499	Debbi Warmus	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470586	Karen Ojeda	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.72
INC000000470674	B.K. Keown	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000470679	Alan Norton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000470691	Janet Butterfield	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000470709	Agnes Lomu	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.78
INC000000470723	Jared Price	None	None	None		TIR Missed: No	0.29
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	1.80

Workforce Services

INC000000470726	Justin Sorenson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000470742	Leeann Herndon	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	2.60
INC000000470745	Jake Gaston	None	None	None	TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000470755	Clay Kaufman	None	None	None	TIR Missed:	No	0.64
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.08
INC000000470760	Debbie Zaugg	Application	Error	Utah Works	TIR Missed:	Yes	2.11
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.11
INC000000470767	Marlene Seedall	None	None	None	TIR Missed:	No	0.53
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.04
INC000000470770	Todd Neff	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000470774	Chris Holman	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.06
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	2.19
INC000000470779	Jeff Shockley	Application	Error	None	TIR Missed:	No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000470793	Kiersten Nielsen	Application	Error	Utah Works	TIR Missed:	Yes	1.84
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.84
INC000000470810	Scott Jensen	Application	Password	Active Directory	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000470815	Brent Keown	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000470847	Peggy Killian	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000470858	Glen Nickerson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.36
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	1.35
INC000000470865	Irwin Purcell	Application	Error	Utah Works	TIR Missed:	Yes	1.14
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.14
INC000000470872	Margie Mohler	Application	Error	Utah Works	TIR Missed:	Yes	1.39
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.39
INC000000470873	Nancy Galt	Telecom	Dial Tone	None	TIR Missed:	No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.49

Workforce Services

INC000000470882	Traci Cahill	Network	Incident	Novell Messenger	TIR Missed:	No	0.18
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.26
INC000000470938	Audrey M Curtis	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000470946	Scott Teuscher	Telecom	None	None	TIR Missed:	No	0.06
Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed:	No	0.13
INC000000470951	Trudy Ellis	Application	None	None	TIR Missed:	Yes	6.68
Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Closed	TTR Missed:	Yes	6.68
INC000000470975	Shawna Werner	Application	Error	Utah Works	TIR Missed:	No	0.59
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	0.59
INC000000470980	Noelle Bradford	None	None	None	TIR Missed:	No	0.13
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	0.13
INC000000470983	Agnes Lomu	None	None	None	TIR Missed:	No	0.11
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.11
INC000000471017	Gene Applonie	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471020	Katie Trillo	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471021	Ashley Davis	None	None	None	TIR Missed:	No	0.00
Network Operations	Robert Ryan	Workforce Services	Low	Closed	TTR Missed:	No	3.18
INC000000471022	Katie Trillo	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471027	David Ashby	Network	None	None	TIR Missed:	No	0.05
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	0.06
INC000000471036	Victor Layton	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471041	Michele White-Milgate	Application	Error	Internet Explorer	TIR Missed:	No	0.00
Metro B Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	0.07
INC000000471063	Bonnie L Kelsey	None	None	None	TIR Missed:	No	0.72
Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed:	No	0.72
INC000000471067	Margie Mohler	Application	Error	Utah Works	TIR Missed:	No	0.33
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	0.33
INC000000471072	Jenica Sheldon	Application	Error	None	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.00

Workforce Services

INC000000471086	Jan Chumbley-Gardner	None	None	None	TIR Missed:	No	0.41
Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed:	No	0.41
INC000000471089	Sally J Critchlow	Application	Error	Utah Works	TIR Missed:	No	0.45
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	0.45
INC000000471090	Carol Conti	Application	Error	State Payroll Time Entry System	TIR Missed:	No	0.00
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	1.26
INC000000471098	Andy Stewart	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471103	Kristen Floyd	Mobile Devices	Error	Droid	TIR Missed:	Yes	1.17
Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed:	No	1.22
INC000000471125	Andy Stewart	None	None	None	TIR Missed:	No	0.18
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	0.18
INC000000471133	Jeff Webster	None	None	None	TIR Missed:	No	0.17
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	4.38
INC000000471152	Connie Shearwood	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471177	Sherrie Reed	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471178	Mimose Montes	Application	Error	Content Manager	TIR Missed:	No	0.03
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	0.04
INC000000471192	Christi Seger	Application	Error	Utah Works	TIR Missed:	No	0.31
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	0.31
INC000000471193	Shawna Werner	None	None	None	TIR Missed:	No	0.13
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.13
INC000000471207	Jolyn Bevan	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471230	Jacki Andrew	Application	Error	Utah Works	TIR Missed:	No	0.26
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	0.26
INC000000471245	Sherry Tran	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471246	Teresa Fulton	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471258	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	0.00

Workforce Services

INC000000471269	Nicole Steele	Mobile Devices	Error	Droid		TIR Missed:	No	0.10
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed:	No	0.45
INC000000471273	Sara Hudgins	Application	None	PGP		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471279	Sara Hudgins	Application	None	State Payroll System		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471291	Chris Holman	None	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471349	Sallie Muir	None	None	Utah Works		TIR Missed:	No	0.29
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.47
INC000000471360	Kris Springer	Telecom	Call/Receive	Telephone		TIR Missed:	No	0.65
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed:	No	0.91
INC000000471410	Todd Jorgensen	Application	None	Utah Works		TIR Missed:	No	0.22
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	2.00
INC000000471414	Blaine Cook	Application	None	Contributions Automated Tax Sy	TIR Missed:	No	0.05
	Application Support - CATS IV	Dawn Harris	Workforce Services	Low	Closed	TTR Missed:	No	1.66
INC000000471417	Brian Aston	Application	Error	Utah Works		TIR Missed:	Yes	4.93
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	No	4.96
INC000000471426	Robert Gilbert	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471427	Todd Jorgensen	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471439	Lela King	PC/Laptop	None	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471468	Jackie Nielson	Application	Error	Utah Works		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471469	Jackie Nielson	Application	Error	Utah Works		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471470	Lela King	Network	Error	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000471491	Osman Ahmed	None	None	None		TIR Missed:	No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed:	No	0.44
INC000000471502	Heidi Jameson	PC/Laptop	Performance	None		TIR Missed:	No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	0.03

Workforce Services

INC000000471535	Bradley Salmond	Application	Error	None		TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: Yes	6.10
INC000000471537	Debbie Sheldon	None	None	None		TIR Missed: Yes	1.44
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	1.44
INC000000471544	Gail Boyd	None	None	None		TIR Missed: No	0.30
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	2.39
INC000000471561	Darren Rogers	None	None	None		TIR Missed: No	0.56
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	3.95
INC000000471566	Mike Cook	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000471570	Dixie Baughman	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000471578	Gerald Gansey	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000471581	Michelle W Christensen	Application	Error	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000471583	Carrie Tenifa	Network	None	None		TIR Missed: No	0.14
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000471586	Stacy Neal	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000471588	Liz Lobato	Telecom	Hardware	Telephone		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Closed	TTR Missed: No	2.52
INC000000471590	Marianne Daniels	None	None	None		TIR Missed: No	0.08
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	1.89
INC000000471594	Loggins Merrill	Telecom	Dial Tone	None		TIR Missed: No	0.13
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000471603	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.33
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: Yes	6.86
INC000000471606	Debbie Sheldon	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.79
INC000000471642	Brandon Street	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000471651	Diane Lovell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.54

Workforce Services

INC000000471664	Todd Bauerle	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000471676	Ruth Dominguez	Application	Password	Utah Master Directory	TIR Missed:	No	0.30
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000471681	Gary Newren	None	None	None	TIR Missed:	No	0.29
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000471691	Vicki Giesler	Application	None	Novell GroupWise	TIR Missed:	No	0.17
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	1.06
INC000000471698	Tara Connolly	None	None	None	TIR Missed:	No	0.13
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000471701	Jenny Jones	None	None	None	TIR Missed:	No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.85
INC000000471702	Jennifer Owens	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000471725	Delene Bourdeau	None	None	None	TIR Missed:	Yes	1.93
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.93
INC000000471743	Merrill Black	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000471777	Debbie Sheldon	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000471795	Whitney Roberts	Application	Error	Utah Works	TIR Missed:	Yes	1.43
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.99
INC000000471805	Amantia Kempton	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000471808	Amy Lowe	Application	Error	Utah Works	TIR Missed:	Yes	2.27
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	2.27
INC000000471809	Jared Chamberlain	Application	Error	Utah Master Directory	TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000471817	Chris Cook	Application	Error	Novell Messenger	TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000471850	JaNea Lund	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	
INC000000471869	Lida Khoshal	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

Incident	Name	Category	Type	Product	TIR Missed		Value
INC000000471875	Melissa McBride	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro B Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000471927	Cody Brown	None	None	None	TIR Missed: No		0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000471932	Valerie Olsen	None	None	None	TIR Missed: No		0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000471942	Yvette Woodland	None	None	None	TIR Missed: No		0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000471989	Nikolene Bradbury	Application	Error	Utah Works	TIR Missed: Yes		2.59
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.59
INC000000471996	April Larsen	None	None	None	TIR Missed: No		0.40
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.71
INC000000472014	Amantia Kempton	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472015	Eric Tanner	Application	Error	Utah Works	TIR Missed: Yes		22.64
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	22.65
INC000000472022	Amantia Kempton	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472044	Sharla Anderson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	Microsoft Windows XP Professic	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472050	Stacy Anderson	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472062	Mechelle Adamson	Application	Error	State Payroll Time Entry System	TIR Missed: No		0.05
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000472064	Rob Haltom	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472067	JaNea Lund	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472157	Michelle Mileski	PC/Laptop	Performance	None	TIR Missed: No		0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472163	Martin Palmer	Application	Error	None	TIR Missed: No		0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472168	Rebecca Hatch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000472169	Jane Burt	Application	Error	None		TIR Missed: No	0.00
Metro A Hosting		None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000472170	Edna Sanchez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support		Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472171	Vickie Olsen	Application	Error	None		TIR Missed: No	0.00
Metro A Hosting		None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000472176	Sandy Flores	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472181	Lonny Marchbanks	Application	Error	None		TIR Missed: No	0.00
Metro A Hosting		None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000472183	Natalie Hendrickson	Application	Error	None		TIR Missed: No	0.00
Metro A Hosting		None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000472189	Kathaleen Williams	Application	Error	None		TIR Missed: No	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472192	Wendy Rosenthal	Application	Password	PGP		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472193	Penni Dehaan	Application	None	None		TIR Missed: No	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472196	Randi Carter	Application	Error	None		TIR Missed: No	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472201	Bradley Salmond	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support		Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	1.26
INC000000472203	Elaine Jensen	Application	Error	None		TIR Missed: No	0.00
Metro A Hosting		None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000472204	Kathy Franson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472207	Sharon Holmes	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	1.11
Application Support - EREP System		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	1.11
INC000000472209	Michelle Phillips	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
Application Support - EREP System		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000472213	Amber Trussell	Application	None	None		TIR Missed: No	0.00
Rural North Desktop Support		Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472215	Lisa C Peterson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
Application Support - EREP System		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	

Workforce Services							

INC000000472219	Kalani Huber	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000472224	Harut Torosyan	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000472226	Melodee Williams	Application	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000472229	Trudi B Nelson	Application	Error	Utah Works	TIR Missed:	No	0.65
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	0.65
INC000000472234	Ashley Baker	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000472235	Anthony Kelly	PC/Laptop	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000472249	Brittney M Woodland	Application	Error	None	TIR Missed:	Yes	2.96
Metro A Hosting	Chris Kunde	Workforce Services	Low	Closed	TTR Missed:	No	2.96
INC000000472250	Ashley Davis	PC/Laptop	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	4.01
INC000000472252	Carol Jennings	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.04
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	0.04
INC000000472254	Jennifer Doxey	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000472268	Kaylin Bang	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.04
Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	0.04
INC000000472271	Barbara Andersen	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000472273	Rebecca Weston	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000472275	Suellen Michel	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000472276	Sergio Bernabeu	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000472279	Mary Conder	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000472281	Rachel Gleason	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	

Workforce Services

INC000000472282	Shauna Vigil	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	

INC000000472284	Laura Carter	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	

INC000000472286	Vanessa Lagemann	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	

INC000000472307	Doris Robinson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

INC000000472326	Sharon Peake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000472330	Dorothy Williams	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10

INC000000472343	Lucy Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

INC000000472357	Anita Pedersen	Application	None	Novell GroupWise	TIR Missed: No	0.03
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.04

INC000000472376	Steven Vorasane	Application	None	None	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.13

INC000000472386	Michelle Wright	None	None	None	TIR Missed: No	0.13
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.54

INC000000472389	Veronica Wian	Application	Error	None	TIR Missed: No	0.18
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.18

INC000000472390	Randilee Spencer	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.98

INC000000472396	Melissa Atkin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000472401	Chris Witney	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.87

INC000000472416	Randilee Mcfarland	Telecom	Dial Tone	Telephone	TIR Missed: No	0.46
Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.46

INC000000472418	Dallen Adams	Application	Error	None	TIR Missed: No	0.60
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	3.62

INC000000472419	Martha Soto	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.09

Workforce Services

INC000000472431	Jane Burt	None	None	None		TIR Missed: No	0.21
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000472434	Cindy Adams	Application	None	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000472446	Betty Ward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472460	Verlin Christensen	Application	Password	Microsoft Excel		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472468	Lisa Henrie	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000472471	Ivanova Fuller	Application	Password	Novell GroupWise		TIR Missed: No	0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000472481	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472494	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472503	Shane Otvos	Wireless Connectivity	Performance	None		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000472505	William Greer	Wireless Connectivity	Performance	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000472510	Lisa Henrie	PC/Laptop	Performance	None		TIR Missed: No	0.43
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000472517	Rene Meza	Application	Password	Mycases		TIR Missed: No	0.17
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000472526	Marilyn Martello	Application	Error	Mycases		TIR Missed: No	0.09
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000472529	Patrea Faulkner	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472534	Mary Roybal	None	None	None		TIR Missed: No	0.10
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	2.54
INC000000472544	Marilyn Martello	None	None	None		TIR Missed: Yes	1.32
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	1.45
INC000000472547	Tom Turley	Application	Error	Mycases		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000472552	Tom Turley	PC/Laptop	None	None	TIR Missed: No	0.14
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.90

INC000000472555	Shauna Vigil	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000472565	Kelly Thornton	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.06

INC000000472566	Ivanova Fuller	Application	None	Novell GroupWise	TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16

INC000000472570	Jared Chamberlain	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000472580	Tricia Mecham	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.16
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.26

INC000000472594	Robert Chambers	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.23
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	2.49

INC000000472595	Debbie Sheldon	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000472619	Chris Witney	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000472633	Jodie Gallegos	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	1.23
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	1.23

INC000000472638	Gregory Whittaker	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000472653	Christina Lloyd	None	None	None	TIR Missed: No	0.82
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: Yes	8.23

INC000000472659	Ashley Baker	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01

INC000000472663	Helen Hitimana	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000472676	Lora Braden	None	None	None	TIR Missed: No	0.25
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.25

INC000000472690	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000472711	Kandi Kutkas	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.28

Workforce Services

INC000000472714	Stacy Neal	Application	Error	Novell ConsoleOne	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000472717	Janet Jolley	Application	Error	Novell ConsoleOne	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000472720	Vanessa Lagemann	Application	Password	Utah Master Directory	TIR Missed: No	0.10
Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000472721	Shunda Pope	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.17
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000472726	Marianne Daniels	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472732	Anna Larson	Application	Error	Novell GroupWise	TIR Missed: No	0.06
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.78
INC000000472745	Amantia Kempton	PC/Laptop	Password	Microsoft Windows XP Profession	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000472751	Rowena York	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000472759	Felicia Kinder	Application	Error	Utah Master Directory	TIR Missed: No	0.00
Application Support - Single Signon	Lana Larsen	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472780	Robert Chambers	PC/Laptop	None	None	TIR Missed: No	0.04
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000472788	Deb Hiatt	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.18
INC000000472798	Jana Kano	Application	Password	None	TIR Missed: No	0.14
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000472801	Amy Lowe	Application	None	None	TIR Missed: No	0.03
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	1.54
INC000000472812	Helen Hanson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472836	Deb Coffey	Telecom	Hardware	Telephone	TIR Missed: No	0.30
Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	0.89
INC000000472848	Brandon Andersen	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000472857	Amantia Kempton	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000472867	Patrea Faulkner	Remote Connectivity	Performance	None			TIR Missed: No	0.35
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.35
INC000000472898	Stacy Stenovich	Remote Connectivity	Performance	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	
INC000000472901	Bonnie L Kelsey	Telecom	Voice Mail	Telephone			TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed		TTR Missed: No	0.37
INC000000472923	Mary Sue McMillan-Wong	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000472953	Shawna Gelhard	Telecom	None	Telephone			TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed		TTR Missed: No	0.14
INC000000472966	Amantia Kempton	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000472970	Amantia Kempton	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473002	Kelly Thornton	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.36
INC000000473066	Stacy Anderson	PC/Laptop	Error	Microsoft Windows XP Professi			TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473076	Sarah Pickard	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473077	Angela Murphy	None	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473130	Dirk Dopp	Application	Password	Utah Master Directory			TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473146	Paul Wright	Application	Error	Utah Works			TIR Missed: Yes	7.21
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: Yes	7.21
INC000000473157	Elaine Montoya	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473158	Marianne Turner	None	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473159	Osman Ahmed	Application	Error	eFIND/eSHARE			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.01
INC000000473177	Leann Robinson	Application	Error	Utah Works			TIR Missed: No	0.01
	Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	0.01

Workforce Services

INC000000473178	Carol Conti	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473182	Melodee Williams	PC/Laptop	Performance	None		TIR Missed: No	0.05
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	0.08
INC000000473184	Brent Newren	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	0.13
INC000000473185	Dana Simper	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473191	Debbie Sheldon	None	None	None		TIR Missed: No	0.09
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	0.48
INC000000473192	Karen Ojeda	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473197	Martin Aguero	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473201	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473203	Vint DeGraw	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473204	Dimang Chao	Wireless Connectivity	None	None		TIR Missed: No	0.03
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	0.04
INC000000473206	Angela Murphy	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473217	Curtis Harmon	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473246	Jared Price	Application	Error	Utah Works		TIR Missed: No	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	
INC000000473251	Sandra Pyper	Application	Error	Utah Works		TIR Missed: No	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	
INC000000473257	Twila Anderson	Application	Error	Utah Works		TIR Missed: No	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	
INC000000473258	Katherine Pace	Application	Error	Utah Works		TIR Missed: No	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	
INC000000473259	Karen Ojeda	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	1.17

Workforce Services

INC000000473263	Dimang Chao	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000473272	Veronica Wian	None	None	None		TIR Missed: No	0.55
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	2.20
INC000000473273	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000473287	Dallen Adams	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	
INC000000473297	Toni Jex	Application	Error	Utah Works		TIR Missed: Yes	11.40
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	11.54
INC000000473309	Carol Hansen	None	None	None		TIR Missed: No	0.09
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000473318	Linda Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000473329	David Norsworthy	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000473330	Heather Simonson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000473348	Deann Cardon	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	2.57
INC000000473351	Mardee Thompson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.32
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000473358	Clyde D Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000473359	Bethany Oporto	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000473367	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000473381	Jo Jacobsen	None	None	None		TIR Missed: No	0.26
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.49
INC000000473405	Kyle Preston	Remote Connectivity	Error	None		TIR Missed: No	0.34
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000473413	Paula Ferrario	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000473420	Kyle Preston	Application	None	Novell GroupWise	TIR Missed: No	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.11

INC000000473426	Lori Calvert	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00

| INC000000473431 | Terri Waters | Application | Error | Utah Master Directory | TIR Missed: No | 0.23 |
| | Application Support - Single Signon | Justin Miller | Workforce Services | Low | Closed | TTR Missed: No | 0.41 |

| INC000000473444 | Collin Peterson | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000473445 | Vanna Chav | Application | None | Novell GroupWise | TIR Missed: No | 0.35 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | 1.70 |

| INC000000473458 | Nathan Kuhn | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000473466 | Vanna Chav | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Burton Brown | Workforce Services | Low | Closed | TTR Missed: No | 0.18 |

| INC000000473476 | Pamela S Fielding | None | None | None | TIR Missed: No | 0.10 |
| | Operations Production Control | Cal Brinton | Workforce Services | Low | Closed | TTR Missed: No | 0.20 |

| INC000000473496 | Terri Waters | PC/Laptop | Password | None | TIR Missed: No | 0.04 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.20 |

| INC000000473497 | Thomas Ivory | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Jay Locker | Workforce Services | Low | Closed | TTR Missed: No | 4.73 |

| INC000000473498 | Lauri Green | Telecom | None | None | TIR Missed: No | 0.07 |
| | Voice Operations | Gail Christiansen | Workforce Services | Low | Closed | TTR Missed: No | 0.23 |

| INC000000473503 | Lanelle Windley | Application | Password | PGP | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000473526 | Amantia Kempton | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000473547 | Ler Wah | Application | Error | Utah Works | TIR Missed: Yes | 2.80 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | 2.80 |

| INC000000473550 | Ler Wah | Application | Error | Utah Works | TIR Missed: Yes | 2.76 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | 2.76 |

| INC000000473563 | Neil Rollins | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000473581 | Laurel Morris | None | None | None | TIR Missed: No | 0.13 |
| | Metro A Desktop Support | Kraig Ellis | Workforce Services | Low | Closed | TTR Missed: No | 0.99 |

Workforce Services

INC000000473588	Colleen Jamison	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Kraig Ellis	Workforce Services		Low	Closed	TTR Missed: No	1.29
INC000000473639	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000473656	Jean Fisher	Application	Error	Utah Works		TIR Missed: Yes	1.56
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: No	1.56
INC000000473677	Teresa Swensen	PC/Laptop	None	None		TIR Missed: No	0.07
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	TTR Missed: No	0.09
INC000000473706	Brian Smith	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Closed	TTR Missed: No	0.23
INC000000473714	Janet Jolley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Closed	TTR Missed: No	0.16
INC000000473723	Jared Chamberlain	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Closed	TTR Missed: No	0.11
INC000000473730	Luis Gatica	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Closed	TTR Missed: No	0.07
INC000000473751	Kathy Wendel	None	None	None		TIR Missed: No	0.17
Metro A Desktop Support	Adam Staks	Workforce Services		Low	Closed	TTR Missed: No	0.77
INC000000473790	Gina Labonte	Application	Error	Utah Works		TIR Missed: Yes	5.43
Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Closed	TTR Missed: No	5.43
INC000000473800	Amantia Kempton	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000473822	Evan Loveless	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000473844	Michael Hanley	Application	Error	Utah Works		TIR Missed: Yes	4.87
Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Closed	TTR Missed: No	4.87
INC000000473859	Connie Shearwood	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000473897	Christi Seger	None	None	None		TIR Missed: No	0.07
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	TTR Missed: No	0.39
INC000000473905	Marilyn Martello	Application	Error	Mycases		TIR Missed: No	0.80
Application Support - MyCase	Ilya Oyzerskiy	Workforce Services		Low	Closed	TTR Missed: No	0.80
INC000000473908	Happi Hansen	Application	Error	Utah Works		TIR Missed: No	0.18
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: No	0.18

Workforce Services

INC000000473911	Nan Powell	Application	Error	Utah Works		TIR Missed: No	0.13
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	0.13
INC000000473912	Jill Black	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.10
INC000000473915	Robyn Thomas	Application	Error	Utah Works		TIR Missed: No	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473938	Chris Witney	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473946	Amantia Kempton	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473950	Amantia Kempton	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000473994	Barbara McElhinney	Application	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed		TTR Missed: No	0.14
INC000000473998	Kandi Kutkas	Application	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed		TTR Missed: No	0.15
INC000000474000	Sherri Kirk	Application	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed		TTR Missed: No	0.23
INC000000474001	Olga Cooper	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000474011	Miri Parker	Application	Error	Utah Works		TIR Missed: Yes	3.80
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: No	3.85
INC000000474012	Jaimie Druk	Application	Password	Active Directory		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000474013	Nancy Nordlund	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000474026	Robert Birkinshaw	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed		TTR Missed: No	0.93
INC000000474036	George Aguilar	Application	Password	Novell Messenger		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.04
INC000000474040	Tiffiny Whitney	Application	Error	DWS Web		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.60
INC000000474043	Theresa Scribner	None	None	None		TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Closed		TTR Missed: No	0.00

Workforce Services

INC000000474046	Cody Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000474054	Crystal Jiron-Escobar	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000474064	Dave Herrera	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.06
INC000000474066	Lois Jones	None	None	None	TIR Missed:	No	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed:	No	3.25
INC000000474080	Lindsay Crosby	PC/Laptop	Performance	None	TIR Missed:	No	0.14
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	0.14
INC000000474115	Vivian Brown	Telecom	None	None	TIR Missed:	No	0.48
Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed:	No	0.69
INC000000474116	Becky Thacker	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000474127	Tina Dunyon	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000474131	Holli Turner	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.35
INC000000474160	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000474172	Tina Kappos	Application	Error	Utah Works	TIR Missed:	No	0.09
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	0.09
INC000000474180	Maria Dupaix	Application	Error	Novell GroupWise 32-bit Window	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000474182	Dorothy Williams	Application	Error	Utah Works	TIR Missed:	Yes	2.21
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	No	3.20
INC000000474184	Jaime Kaneshiro	Application	Error	Utah Works	TIR Missed:	No	0.11
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	0.11
INC000000474187	Heidi Lemon	Application	None	None	TIR Missed:	No	0.28
Application Support - Web Dev	Christopher Schalk	Workforce Services	Low	Closed	TTR Missed:	No	0.28
INC000000474189	Jim Jensen	Application	Error	Internet Explorer	TIR Missed:	No	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	Yes	6.05
INC000000474194	Rebecca Banner	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	0.00

Workforce Services

INC000000474227	Janos Carpenter	Network	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	5.70
INC000000474230	Deb Hiatt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	5.64
INC000000474251	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000474252	Laura Beckstrand	None	None	None		TIR Missed: No	0.00
Application Services		Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000474253	Michelle Conley	Network	Error	None		TIR Missed: No	0.00
Metro A Desktop Support		Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.53
INC000000474271	Helen Te'o	Application	Error	Utah Works		TIR Missed: Yes	1.51
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.51
INC000000474281	Ronda Kelly	PC/Laptop	Virus	None		TIR Missed: No	0.36
Rural North Desktop Support		Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000474283	Christi Seger	Application	Error	Utah Master Directory		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000474286	Helen Hadad	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000474307	Solomon Scheidell	None	None	None		TIR Missed: No	0.14
Operations Production Control		Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000474309	Leigh Page	None	None	None		TIR Missed: No	0.07
Operations Production Control		Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000474320	Carly Buttars	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000474327	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000474344	Brian Smith	PC/Laptop	Hardware	ZENworks for Desktops		TIR Missed: No	0.00
Rural Central Desktop Support		Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000474357	Muris Prses	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000474371	Sherilyn Olsen	None	None	None		TIR Missed: No	0.11
Rural North Desktop Support		Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000474372	Cecilia Giron	None	None	None		TIR Missed: No	0.16
Metro A Desktop Support		Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.32

Workforce Services

| INC000000474374 | Gina Boren | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | |

| INC000000474390 | Trudy Ellis | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | |

| INC000000474438 | Paul Birkbeck | Wireless Connectivity | Performance | None | TIR Missed: No | 0.06 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | 0.31 |

| INC000000474448 | Nancy Galt | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.42 |
| | Voice Operations | Julie Sabato | Workforce Services | Low | Closed | TTR Missed: No | 0.67 |

| INC000000474492 | Helen Hitimana | Application | Error | Novell Messenger | TIR Missed: No | 0.15 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.79 |

| INC000000474508 | Wendy L Smith | Application | Error | DWS Intranet | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.19 |

| INC000000474519 | Andrea Sutton | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000474524 | Debbie Olsen | None | None | Novell Messenger | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | 1.42 |

| INC000000474532 | Carol Conti | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000474540 | Elizabeth Cheney | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000474542 | Shirley Hilton | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000474557 | Stacy Anderson | Network | Error | Microsoft Windows XP Professic | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000474569 | Gloria Bock | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000474623 | Kaylee Ashdown | Application | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | 0.14 |

| INC000000474626 | Jean Fisher | Application | Error | Utah Works | TIR Missed: No | 0.75 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: No | 0.80 |

| INC000000474628 | Tim Davies | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000474641 | Dennie Tsuya | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

Workforce Services

INC000000474671	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000474673	Claudio Arancibia	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.09
INC000000474686	Amber Hadley	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	
INC000000474714	Natalie Young	Application	Error	Microsoft Office		TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	0.09
INC000000474827	Georgina Bresnan	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000474846	Jeff Webster	Application	Error	Utah Works		TIR Missed: Yes	1.82
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	1.82
INC000000474854	Laurie Johnson	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.10
INC000000474862	Michelle Wright	PC/Laptop	Hardware	None		TIR Missed: No	0.14
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	1.57
INC000000474874	Lara Rudloff	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.18
INC000000474877	Shauna Scott-Bellaccomo	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.41
INC000000474900	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000474922	Whitney Roberts	None	None	None		TIR Missed: No	0.07
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.19
INC000000474927	Lisa D Dowling	Application	Error	Utah Works		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.30
INC000000474935	Phil Gammell	None	None	None		TIR Missed: No	0.06
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed		TTR Missed: No	0.69
INC000000474981	Terry Lisonbee	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000474988	Diane Lovell	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.01
INC000000475011	Nan Powell	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.23

Workforce Services

INC000000475018	Marie Higgins	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000475022	Osman Ahmed	PC/Laptop	Error	None		TIR Missed: No	0.17
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	1.81
INC000000475023	Carolyn Parsons	Application	Reporting	None		TIR Missed: No	0.11
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.22
INC000000475036	Gloria Bock	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.20
INC000000475039	Kevin Burt	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000475051	Sarka Dever	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.20
INC000000475053	Mardee Thompson	Telecom	Coverage Path	Telephone		TIR Missed: No	0.27
Voice Operations	Julie Sabato	Workforce Services	Low	Closed		TTR Missed: No	0.27
INC000000475055	Jill Black	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000475078	Doug Miller	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	0.10
INC000000475095	Michael Barnes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000475116	Gregory Whittaker	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000475122	Diane Lovell	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.42
INC000000475124	Ma'afala Koko	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.09
INC000000475152	Shane Farr	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000475161	Leta Bailey	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000475164	Doug Miller	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.10
INC000000475183	Alexia Murphy	Application	Error	Utah Works		TIR Missed: Yes	1.96
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	1.96

Workforce Services

INC000000475198	Dave Laycock	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475201	Cindy Adams	Telecom	Call/Receive	Telephone		TIR Missed: No	0.23
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000475268	Gail Reidling	None	None	None		TIR Missed: No	0.40
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000475294	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475311	Mary Zorn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000475320	Pam Malone	None	None	None		TIR Missed: No	0.25
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	1.89
INC000000475332	Cecilia Shimanek	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000475349	Mary Zorn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475364	Debbi Warmus	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475374	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000475378	Tim Olson	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000475381	Georgina Bresnan	Application	Error	Content Manager		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000475382	Sheila Oelerich	Telecom	Voice Mail	Telephone		TIR Missed: No	0.82
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000475384	Joe Edman	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000475385	Kelly Faraone	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.11
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.79
INC000000475406	Tim Davies	None	None	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000475528	Maugasola Tua	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	1.24

Workforce Services

| INC000000475531 | Danielle Clark | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475533 | Shirley Meyers | Application | Error | Content Manager | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | 0.30 |

| INC000000475536 | Crystal Jiron-Escobar | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475539 | Michael Ingeleby | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475542 | Vickie Tiley | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Ken Bolkcom | Workforce Services | Low | Closed | TTR Missed: No | 1.12 |

| INC000000475544 | Sherrie St John | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.08 |

| INC000000475545 | Sepa Taula | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475549 | Marcie Bell | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | 0.07 |

| INC000000475553 | Danielle Clark | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475561 | Melissa Schneller | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475582 | Tiffiny Whitney | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Kraig Ellis | Workforce Services | Low | Closed | TTR Missed: No | 1.31 |

| INC000000475584 | Aida Moreno | Application | None | Novell Messenger | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.14 |

| INC000000475587 | Carol Lowman | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.05 |

| INC000000475596 | Anna Dart | Application | Error | DWS Intranet | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | 0.13 |

| INC000000475603 | Joyce Burningham | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Burton Brown | Workforce Services | Low | Closed | TTR Missed: No | 0.90 |

| INC000000475615 | Kathy Koller | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475629 | Dawn Steinike | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

Workforce Services

| INC000000475652 | Jacquelyn Harris | Application | Password | Microsoft Word | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | 0.07 |

| INC000000475653 | Alexia Murphy | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475676 | Susana Acero | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475685 | Danielle Clark | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475692 | Jimie Jones | Application | Error | Utah Master Directory | TIR Missed: No | 0.72 |
| | Application Support - Single Signon | Justin Miller | Workforce Services | Low | Closed | TTR Missed: No | 2.47 |

| INC000000475719 | Joann Wetzel | None | None | None | TIR Missed: No | 0.13 |
| | Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: No | 0.45 |

| INC000000475723 | Debbie Sheldon | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475727 | Jan Chumbley-Gardner | Application | Error | None | TIR Missed: No | 0.07 |
| | Rural North Desktop Support | Ryan Casey | Workforce Services | Low | Closed | TTR Missed: No | 1.35 |

| INC000000475737 | Devin Shipp | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.42 |

| INC000000475753 | Rene Meza | Application | Error | Internet Explorer | TIR Missed: Yes | 8.41 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: Yes | 8.45 |

| INC000000475756 | Teresa Fulton | Application | Error | Utah Works | TIR Missed: No | 0.37 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | 0.37 |

| INC000000475757 | Stacy Neal | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475765 | Stacy Neal | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000475774 | Ted Barley | Application | Error | eFIND/eSHARE | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | 1.52 |

| INC000000475780 | Helen Te'o | Application | Error | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | 0.11 |

| INC000000475782 | Janet Jolley | Application | Password | Utah Master Directory | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | 0.07 |

| INC000000475800 | Ashley Baker | None | None | None | TIR Missed: No | 0.36 |
| | Application Support - Web Dev | Justin Miller | Workforce Services | Low | Closed | TTR Missed: No | 0.36 |

Workforce Services

INC000000475809	Tami Hoffman	None	None	None		TIR Missed: No	0.30
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	1.39
INC000000475823	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000475828	Janet Jolley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475836	Mark Sorenson	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000475845	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475846	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475847	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475848	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475849	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475859	Debbie Olsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475869	Kristen Floyd	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	
INC000000475870	Kristen Floyd	None	None	None		TIR Missed: No	0.05
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000475941	Becky Coats	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000475957	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475958	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475960	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475961	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000475971	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475972	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475973	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475975	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475976	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475977	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475978	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475987	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475988	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475989	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475990	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000475991	Todd Jorgensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476056	Ashley Baker	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476063	Wendi Jo Knighton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476070	Sarka Dever	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000476081	Trudy Ellis	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476082	Sheryl Benton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000476092	Laurie Wittwer	None	None	Office of Recovery Services Info	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476117	Lance Soffe	None	None	None	TIR Missed: No	0.87
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	2.21
INC000000476123	Mario Kljajo	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000476130	Ali Rasheed	Application	Error	Novell GroupWise	TIR Missed: No	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000476146	Daniel Heyworth	Application	Error	Novell GroupWise	TIR Missed: No	0.09
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000476156	Nicola Stark	Application	Error	Utah Works	TIR Missed: No	0.17
Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000476160	Eddie Richmond	Network	Password	Active Directory	TIR Missed: No	0.00
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476181	Gail Reidling	Application	None	Novell GroupWise	TIR Missed: No	0.16
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000476193	Cheree Buckels	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476221	Vivian Brown	None	None	None	TIR Missed: No	0.25
Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	2.00
INC000000476261	Phay Panh	PC/Laptop	Performance	None	TIR Missed: No	0.03
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000476274	Tami Hoffman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000476282	Dorothy Williams	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000476303	Penni Dehaan	None	None	None	TIR Missed: No	0.10
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	1.99
INC000000476343	Dorothy Williams	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476349	Barbara Garcia	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.27
Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	0.71
INC000000476366	Rick Beckstrand	None	None	None	TIR Missed: No	0.42
Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	5.69

Workforce Services

INC000000476404	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476409	Wendy Edwards	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476411	Shonie Barker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000476414	Leslie Henderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476422	Helen Sawyer	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000476442	Parker Jensen	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.11
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.84
INC000000476475	Peggy Barton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476477	Janet Jolley	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000476519	Alexia Murphy	Application	Password	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000476532	Milagros Santos	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000476567	Kathy Pugliese	Application	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000476582	Tim Early	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000476614	Trish West	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000476627	Trish West	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476645	Jamie Escobia	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000476646	Bradley Bowen	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000476653	Lance Soffe	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.76

Workforce Services

INC000000476670	Trisha Nielson	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000476676	Janet Jolley	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000476705	Brittney M Woodland	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000476723	Amira Mijic	Telecom	Voice Mail	Telephone	TIR Missed: No	0.47
Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000476750	Lisa Ward	None	None	None	TIR Missed: No	0.35
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.26
INC000000476766	Paul Birkbeck	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	2.10
INC000000476767	Lisa Ward	PC/Laptop	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.35
INC000000476773	Barbara Andersen	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476778	Dawn Steinike	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000476779	Maria Torres	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476787	Tami Hoffman	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000476788	Carissa Johnson	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476845	Judianne Collins	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476852	Sherida Hicks	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000476875	Karin Allen	Application	Error	Utah Works	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000476877	Nate Trujillo	PC/Laptop	Performance	None	TIR Missed: No	0.08
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000476880	Deni Swanger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000476957	Annette Davis	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000476969	Sarka Dever	Application	Password	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	1.99

| INC000000477004 | Cathy Maynard | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000477017 | Cami Sandoval | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000477020 | Iris Sutton | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000477024 | Darwin Kocherhans | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000477051 | Amantia Kempton | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.20 |

| INC000000477103 | Stacy Stenovich | Network | Error | None | TIR Missed: No | 0.00 |
| | Network Operations | Robert Ryan | Workforce Services | Low | Closed | TTR Missed: No | 0.77 |

| INC000000477112 | Heidi Jameson | Wireless Connectivity | Performance | None | TIR Missed: No | 0.12 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Closed | TTR Missed: No | 0.18 |

| INC000000477119 | John Paul | Application | Error | None | TIR Missed: No | 0.10 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Closed | TTR Missed: No | 0.11 |

| INC000000477122 | Chris Nance | Network | Error | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | 0.19 |

| INC000000477126 | Susan Cottam | None | None | None | TIR Missed: No | 0.09 |
| | Metro A Desktop Support | Edward Fortner | Workforce Services | Low | Closed | TTR Missed: No | 1.59 |

| INC000000477132 | Merrill Black | Application | Error | Utah Works | TIR Missed: No | 0.99 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | 0.99 |

| INC000000477133 | Lynn Purdin | None | None | None | TIR Missed: No | 0.09 |
| | Metro A Desktop Support | Edward Fortner | Workforce Services | Low | Closed | TTR Missed: N/A | |

| INC000000477138 | Shawna Gelhard | Application | Error | Content Manager | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.31 |

| INC000000477162 | David Bramble | PC/Laptop | Virus | Microsoft Windows 7 | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | 0.09 |

| INC000000477171 | Verlin Christensen | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Cal Brinton | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

Workforce Services

Incident	User / Group	Type	Subtype	Item	TIR/TTR Missed	Value
INC000000477174	Jon Pierpont	Network	None	None	TIR Missed: No	0.35
	Application Support - APEX	Bonnie Snider	Workforce Services	Low · Closed	TTR Missed: No	0.87
INC000000477177	Marina Hilton	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low · Closed	TTR Missed: No	0.00
INC000000477184	Michelle W Christensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low · Closed	TTR Missed: No	0.18
INC000000477190	Randi Carter	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low · Closed	TTR Missed: No	0.00
INC000000477192	Linetta Moyes	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low · Closed	TTR Missed: No	0.35
INC000000477197	Verlin Christensen	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low · Closed	TTR Missed: No	0.00
INC000000477237	Shauna Morgan	Telecom	Feature	Telephone	TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low · Closed	TTR Missed: No	0.99
INC000000477241	Stacie Tonks	Telecom	Voice Mail	Telephone	TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low · Closed	TTR Missed: No	1.16
INC000000477259	Julia Story	Network	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low · Closed	TTR Missed: No	0.17
INC000000477285	Debbie Lyberger	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low · Closed	TTR Missed: No	0.23
INC000000477295	Cassandra Pickle	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low · Closed	TTR Missed: No	0.44
INC000000477309	Aniara Shields	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low · Closed	TTR Missed: No	0.00
INC000000477327	Jenni Crothers	None	None	None	TIR Missed: No	0.09
	Operations Production Control	Duane Hardy	Workforce Services	Low · Closed	TTR Missed: No	0.14
INC000000477332	Luis Gatica	Application	Error	Utah Works	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low · Closed	TTR Missed: No	0.04
INC000000477350	Barbara Hollister	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low · Closed	TTR Missed: Yes	10.58
INC000000477368	Kathy Franson	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low · Resolved	TTR Missed: No	0.33
INC000000477404	Jake Gaston	Application	None	content manager	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low · Closed	TTR Missed: No	0.00

Workforce Services

INC000000477419	Chris Kynaston	None	None	None		TIR Missed: Yes	1.75
Application Support - UI Web	Eric Hardy	Workforce Services	Low	Closed		TTR Missed: No	1.75
INC000000477423	Holli Turner	None	None	None		TIR Missed: No	0.17
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	0.20
INC000000477429	Gerald Brown	PC/Laptop	Performance	None		TIR Missed: No	0.17
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved		TTR Missed: No	0.17
INC000000477442	Karen Hess	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000477452	Illeen Beck	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.06
INC000000477489	Randi Carter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000477491	Randi Carter	None	None	IPCC Express		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	0.34
INC000000477507	Maria Torres	Application	Password	Computerized Unemployment B	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.52
INC000000477523	Karen Conley	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.22
INC000000477525	Claudio Arancibia	None	None	None		TIR Missed: No	0.05
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved		TTR Missed: No	1.54
INC000000477529	Tamie Turcasso	None	None	None		TIR Missed: No	0.62
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed		TTR Missed: No	0.62
INC000000477555	Kimberly Reiter	Application	Password	Content Manager		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.06
INC000000477570	Chuong Nguyen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	1.11
INC000000477577	Norman Keith	Application	Error	Utah Works		TIR Missed: No	0.25
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	0.25
INC000000477585	Mickey Tabor	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000477590	Wendy L Smith	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	4.13
INC000000477626	Lindsey Johnson	None	None	None		TIR Missed: Yes	1.48
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	1.48

Workforce Services

INC000000477666	Kathryn Neibert	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000477672	Gerald Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000477691	Jan Thompson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000477710	Elizabeth Cheney	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.92
INC000000477714	Dimang Chao	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000477729	Nune Phillips	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000477767	Peggy Hammer	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000477770	Twila Anderson	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000477776	Joann Wetzel	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000477780	Richard Moysh	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000477810	Laurel Morris	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000477854	Sarka Dever	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000477858	Melissa McBride	Mainframe	Password	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000477867	Sariah Hunt	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000477886	Collin Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.71
INC000000477896	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000477903	Paula Tinoco	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.14
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.73

Workforce Services

INC000000477905	Michael Barrett	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000477909	Melissa Schneller	Application	Password	State Payroll System		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000477911	Jennifer Clark	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000477912	Marcie Bell	Application	Password	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000477913	Bianca Glasker	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.26
INC000000477916	Luis Mejia	Application	Password	State Payroll System		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.33
INC000000477918	Iris Sutton	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	James Stearns	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000477921	Melanie Reese	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000477926	Rhonda Shah	Application	Password	Novell GroupWise		TIR Missed: No	0.06
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.13
INC000000477933	Steven Clark	Application	Password	Novell GroupWise		TIR Missed: No	0.03
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.28
INC000000477943	Joanne Olson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed		TTR Missed: No	1.45
INC000000477945	Sandra Davis	None	None	None		TIR Missed: No	0.46
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed		TTR Missed: No	0.46
INC000000477959	Gregory Whittaker	Network	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed		TTR Missed: No	0.63
INC000000477975	Lori Mair	None	None	None		TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000477989	Leslie Henderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved		TTR Missed: No	1.78
INC000000477994	Koral Vasquez	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000477995	Darlean Jensen	Application	Password	Avaya IP Softphone		TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed		TTR Missed: No	0.00

Workforce Services

INC000000477997	Alfredo Travassos Jr	Application	Error	DWS Web		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000477999	Neil Rollins	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000478021	Joanne Olson	Application	None	Internet Explorer		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478037	Brandon Andersen	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478047	Sharlene T Christensen	Telecom	Voice Mail	Telephone		TIR Missed: No	0.05
Voice Operations	Romanza Hamblin Sorensen		Workforce Services	Low	Closed	TTR Missed: No	1.07
INC000000478099	Kenneth G Allen	None	None	None		TIR Missed: No	0.11
Metro A Desktop Support	Kraig Ellis		Workforce Services	Low	Resolved	TTR Missed: No	0.69
INC000000478134	Debbie Stavros	Application	Error	None		TIR Missed: No	0.12
Application Support - Content Mana	Nate Olson		Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000478138	Lea Betty	Application	Error	None		TIR Missed: No	0.00
Application Support - Content Mana	None		Workforce Services	Low	Closed	TTR Missed: No	
INC000000478139	Summer Begaye	Application	Error	None		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Closed	TTR Missed: No	
INC000000478141	Michael Parker	Application	Error	None		TIR Missed: No	0.00
Application Support - Content Mana	None		Workforce Services	Low	Closed	TTR Missed: No	
INC000000478142	Rebecca Weston	Application	Error	None		TIR Missed: No	0.00
Application Support - Content Mana	None		Workforce Services	Low	Closed	TTR Missed: No	
INC000000478147	Kim Wilcox	Application	Error	None		TIR Missed: No	0.00
Application Support - Content Mana	None		Workforce Services	Low	Closed	TTR Missed: No	
INC000000478149	Brenda Martin	Application	Error	None		TIR Missed: No	0.00
Application Support - Content Mana	None		Workforce Services	Low	Closed	TTR Missed: No	
INC000000478150	Jenny Benson	Application	Error	None		TIR Missed: No	0.00
Application Support - Content Mana	None		Workforce Services	Low	Closed	TTR Missed: No	
INC000000478154	Jackie McAtee	Application	Error	None		TIR Missed: No	0.00
Application Support - Content Mana	None		Workforce Services	Low	Closed	TTR Missed: No	
INC000000478157	Jenny Kehr	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478159	Debra Mace	None	None	None		TIR Missed: No	0.08
Metro A Desktop Support	Kraig Ellis		Workforce Services	Low	Closed	TTR Missed: No	0.08

Workforce Services

Incident	Name	Category	Type	System	TIR Missed	Priority	Status	TTR Missed	Value
INC000000478166	Paul Wright	Application	Password	eFIND/eSHARE	TIR Missed: No				0.00
	Metro A Help Desk	Ed Conrad	Workforce Services			Low	Closed	TTR Missed: No	0.11
INC000000478203	Randilee Spencer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Metro A Help Desk	Ed Conrad	Workforce Services			Low	Closed	TTR Missed: No	0.00
INC000000478212	April Buxton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services			Low	Closed	TTR Missed: No	1.78
INC000000478240	Patricia Rose	None	None	None	TIR Missed: No				0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services			Low	Closed	TTR Missed: No	0.00
INC000000478273	Lois Jones	PC/Laptop	Hardware	None	TIR Missed: No				0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services			Low	Resolved	TTR Missed: No	1.23
INC000000478297	Rocio Feliz	None	None	None	TIR Missed: No				0.00
	Metro A Help Desk	Liz Evans	Workforce Services			Low	Closed	TTR Missed: No	0.00
INC000000478303	Anna Bettis	None	None	None	TIR Missed: No				0.00
	Operations Production Control	Christie Burnham	Workforce Services			Low	Closed	TTR Missed: No	0.00
INC000000478306	Holli Turner	PC/Laptop	Performance	None	TIR Missed: No				0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services			Low	Closed	TTR Missed: No	0.08
INC000000478322	June Bradfield	PC/Laptop	Hardware	None	TIR Missed: No				0.25
	Application Support - Thin Client	Bonnie Snider	Workforce Services			Low	Closed	TTR Missed: No	0.68
INC000000478337	Shawna Werner	PC/Laptop	None	None	TIR Missed: No				0.00
	Metro A Help Desk	Liz Evans	Workforce Services			Low	Closed	TTR Missed: No	0.00
INC000000478338	Kacey Adams	None	None	None	TIR Missed: No				0.00
	Operations Production Control	Cal Brinton	Workforce Services			Low	Closed	TTR Missed: No	0.00
INC000000478360	Dan Ripple	Application	Error	Utah Works	TIR Missed: Yes				4.89
	Application Support - UWORKS	Eric Strong	Workforce Services			Low	Closed	TTR Missed: No	4.89
INC000000478382	Gail Reidling	None	None	None	TIR Missed: No				0.08
	Metro A Help Desk	Liz Evans	Workforce Services			Low	Closed	TTR Missed: No	0.08
INC000000478387	LeAnn Hatfield	Application	None	None	TIR Missed: No				0.09
	Metro A Desktop Support	Robert Wall	Workforce Services			Low	Closed	TTR Missed: No	0.10
INC000000478411	Rebecca Banner	None	None	None	TIR Missed: No				0.00
	Operations Production Control	Christie Burnham	Workforce Services			Low	Closed	TTR Missed: No	0.00
INC000000478415	Rebecca Banner	None	None	None	TIR Missed: No				0.00
	Operations Production Control	Christie Burnham	Workforce Services			Low	Closed	TTR Missed: No	0.00
INC000000478418	Joanne Olsen	None	None	None	TIR Missed: No				0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services			Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000478421	Melanie Decker	None	None	None		TIR Missed: No	0.38
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000478433	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478438	Kacey Adams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478443	Dennie Tsuya	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	12.24
INC000000478445	Kimmi Lam	PC/Laptop	Performance	None		TIR Missed: No	0.16
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.71
INC000000478480	Melisa Stark	PC/Laptop	Virus	None		TIR Missed: No	0.95
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.95
INC000000478497	Sterling Bradshaw	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000478516	Fay Tan	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478534	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478583	Jonathan Parrish	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000478612	Randi Carter	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	4.35
INC000000478689	Sarka Dever	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478695	Bianca Glasker	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478704	Gloria De Vaca	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000478709	Iris Sutton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000478717	Cathy Swain	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478718	Phuc Nguyen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000478719	Brenda Martin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478726	Mickey Tabor	PC/Laptop	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000478735	Sydney Christensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478776	Daniel Heyworth	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.14
INC000000478778	Wendy Richards	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.39
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000478787	Debbie Sheldon	Network	Error	Novell eDirectory		TIR Missed: No	0.15
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	3.47
INC000000478789	John Dietrich	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.11
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000478799	Aaron D Christensen	Application	Error	None		TIR Missed: No	0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000478804	Chris Williams	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000478811	Phay Panh	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478813	Nancy Sanders	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478815	Jennifer Clark	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000478838	Sepa Taula	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000478858	Randilee Spencer	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000478862	Ryan Betts	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000478873	Natalie Hendrickson	Remote Connectivity	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.94
INC000000478891	Jeremy Stewart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.22

Workforce Services

INC000000478920	Jim Mansfield	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000478922	Clayton Taylor	None	None	None	TIR Missed:	No	0.10
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	0.52
INC000000478949	Tracia Sullivan	Wireless Connectivity	None	None	TIR Missed:	No	0.34
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed:	No	0.36
INC000000478956	Gail Reidling	Application	Error	Novell GroupWise	TIR Missed:	No	0.23
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.94
INC000000478961	John Dietrich	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000478965	Stacey Mendoza	None	None	None	TIR Missed:	No	0.43
Application Support - Data Warehou	Drew Maxfield	Workforce Services	Low	Closed	TTR Missed:	No	0.43
INC000000478973	Jared Chamberlain	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000478980	Gail Reidling	None	None	None	TIR Missed:	No	0.02
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed:	No	0.04
INC000000479024	Clayton Taylor	None	None	None	TIR Missed:	No	0.30
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	0.85
INC000000479026	John Davenport	None	None	None	TIR Missed:	Yes	2.31
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed:	No	2.36
INC000000479028	Brian Smith	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000479032	Jenine Wood	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.18
INC000000479047	Jaylyn Hatch	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.05
INC000000479049	Sara Hudgins	None	None	None	TIR Missed:	No	0.12
Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed:	No	0.12
INC000000479050	Peggy Mitchell	None	None	None	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000479053	Antonette Gray	None	None	None	TIR Missed:	No	0.07
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	0.09
INC000000479054	Sara Hudgins	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	0.09

Workforce Services

Incident	Name	Category	Type	Item					
INC000000479072	Brian Smith	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed:	No	0.00
INC000000479103	Debbie Sheldon	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed:	No	0.00
INC000000479118	David Anthony	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed:	No	0.00
INC000000479131	Muris Prses	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed:	No	0.00
INC000000479132	Robert Noyes	Application	Error	ZENworks for Desktops			TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed:	No	0.18
INC000000479166	Joann Wetzel	PC/Laptop	Error	Internet Explorer			TIR Missed:	No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services		Low	Closed	TTR Missed:	No	0.55
INC000000479173	Kasia Tuaitanu	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed:	No	0.00
INC000000479230	Valerie Martin	Application	None	ZENworks for Desktops			TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed:	No	0.13
INC000000479232	Kacey Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed:	No	0.00
INC000000479252	Muris Prses	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed:	No	0.00
INC000000479274	Candice Goodwin	PC/Laptop	Error	Citrix ICA Client			TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed:	No	0.30
INC000000479277	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services		Low	Closed	TTR Missed:	No	0.00
INC000000479294	David Anthony	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed:	No	0.00
INC000000479299	Verlin Christensen	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed:	No	0.00
INC000000479307	Melodee Williams	PC/Laptop	Virus	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	TTR Missed:	No	0.12
INC000000479314	Mona Kadir	None	None	None			TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed:	No	0.00
INC000000479316	Gaylene Pebley	None	None	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services		Low	Closed	TTR Missed:	No	0.00

Workforce Services

INC000000479318	Joann Wetzel	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Workforce Services		Low	Closed	TTR Missed: No	2.51
INC000000479340	Janet Jolley	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000479341	Penni Dehaan	Application	None	None	TIR Missed: No	0.17
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed: No	0.17
INC000000479356	Sally Egbert	None	None	None	TIR Missed: No	0.09
Metro B Desktop Support	Wayne Higgs	Workforce Services		Low	Closed	TTR Missed: No	0.27
INC000000479361	Ryan Peterson	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed: No	0.07
INC000000479369	Jim Mansfield	None	None	None	TIR Missed: No	0.16
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Closed	TTR Missed: No	0.16
INC000000479375	Shirley Hilton	PC/Laptop	Hardware	None	TIR Missed: No	0.46
Rural North Desktop Support	Don Higgs	Workforce Services		Low	Closed	TTR Missed: No	0.83
INC000000479389	Joann Wetzel	None	None	None	TIR Missed: No	0.44
Metro B Desktop Support	Tyler Pearce	Workforce Services		Low	Closed	TTR Missed: No	1.54
INC000000479393	June Conn-Solomon	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000479400	Becki Bryce	Application	Error	None	TIR Missed: No	0.11
Rural Central Desktop Support	Paul Petersen	Workforce Services		Low	Closed	TTR Missed: No	1.27
INC000000479409	Valorie Pacheco	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000479420	Tori Henson	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000479441	Kimber Burks	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000479452	Tamie Turcasso	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural South Desktop Support	Lane Adams	Workforce Services		Low	Resolved	TTR Missed: No	0.99
INC000000479470	Mike Cook	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000479490	Shantelle Roberts	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000479494	Chelsea Vandenberg	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services		Low	Resolved	TTR Missed: No	5.65

Workforce Services

INC000000479498	John Evans	Application	Error	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000479499	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479512	Kathleen Leiker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479514	Kathleen Leiker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479515	Kathleen Leiker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479528	Michelle Wright	PC/Laptop	Virus	None		TIR Missed: No	0.25
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000479534	Tracie Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479557	Eddie Richmond	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.72
INC000000479589	Jacki Randolph	Application	None	None		TIR Missed: No	0.16
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000479591	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479593	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479594	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479596	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479598	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479601	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479602	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479604	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000479605	Muris Prses	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479606	Muris Prses	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479608	Muris Prses	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479610	Muris Prses	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479612	Muris Prses	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479614	Muris Prses	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479624	Tracie Spears	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479627	Jane Randquist	PC/Laptop	Hardware	Microsoft Windows XP Professic			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479628	Joe Edman	Application	Reporting	Symantec AntiVirus			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479630	Trisha Nielson	Application	Error	PGP			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479634	Brian Smith	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479635	Luis Mejia	Application	Password	Novell GroupWise			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479637	Joe Edman	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479667	Debbi Warmus	Application	None	Avaya IP Softphone			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479676	Kacey Adams	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000479678	Edna Sanchez	None	None	None			TIR Missed: Yes	6.50
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: Yes	6.52
INC000000479682	Brenda Martin	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00

Workforce Services

INC000000479700	Sherrie St John	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000479705	Marilyn Wallis	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479734	Michelle Deprizio	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479773	Robyn Spongberg	PC/Laptop	Virus	None		TIR Missed: No	0.10
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000479777	Cindy Gillespie	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000479782	Debbie Stavros	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000479786	Sherrie St John	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000479789	Nune Phillips	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000479793	Richelle Surplus	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479796	Beverly Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000479798	Norman Keith	Application	Error	Utah Works		TIR Missed: Yes	7.70
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	7.70
INC000000479809	Katherine Neal	PC/Laptop	Error	None		TIR Missed: No	0.22
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000479813	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479841	David Chatterley	PC/Laptop	None	Microsoft Windows XP Professic		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000479860	Cindy Adams	Telecom	Feature	Telephone		TIR Missed: No	0.20
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000479917	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000479932	Nune Phillips	Wireless Connectivity	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.25

Workforce Services

INC000000479960	Susan Etzel	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	0.19

| INC000000480000 | Vicki Hiett | Application | Error | Content Manager | TIR Missed: No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | | Low | Closed | TTR Missed: No | 0.56 |

| INC000000480002 | Ernest Ramos | None | None | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000480009 | Anna Sargsian | Application | Password | Utah Master Directory | TIR Missed: No | 0.60 |
| Help Desk | Julie VanBeekum | Workforce Services | | Low | Resolved | TTR Missed: No | 0.64 |

| INC000000480017 | Vicki Hiett | PC/Laptop | Performance | None | TIR Missed: No | 0.09 |
| Metro A Desktop Support | Kraig Ellis | Workforce Services | | Low | Closed | TTR Missed: No | 1.21 |

| INC000000480026 | Yvonne Krause | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000480032 | Jill Turner | Application | Error | Content Manager | TIR Missed: No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | | Low | Closed | TTR Missed: No | 3.07 |

| INC000000480041 | Ashley Baker | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.08 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | | Low | Resolved | TTR Missed: No | 0.08 |

| INC000000480043 | Jeana Bahr | Application | Error | Utah Master Directory | TIR Missed: No | 0.00 |
| Application Support - Single Signon | Lori Newren | Workforce Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000480047 | Ashley Nielsen | Network | Incident | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Workforce Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000480048 | Samuel Hendricksen | Application | Error | Utah Works | TIR Missed: Yes | 1.89 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | | Low | Closed | TTR Missed: No | 2.14 |

| INC000000480049 | Nicole Steele | Application | None | None | TIR Missed: No | 0.33 |
| Rural South Desktop Support | Joel Finlinson | Workforce Services | | Low | Closed | TTR Missed: No | 0.33 |

| INC000000480050 | Ashley Nielsen | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Workforce Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000480052 | Luis Gatica | PC/Laptop | Hardware | None | TIR Missed: Yes | 2.69 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | | Low | Closed | TTR Missed: No | 2.69 |

| INC000000480056 | Kristen Floyd | Application | Error | Adobe Reader | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Workforce Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000480057 | Kristen Floyd | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Workforce Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000480061 | Scott Hawkes | Application | Error | Avaya IP Softphone | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Kim Ratushniak | Workforce Services | | Low | Closed | TTR Missed: No | 0.00 |

Workforce Services

INC000000480064	Billi Crockett	Application	Error	Avaya IP Softphone		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000480066	Bonnie Anderson	Application	Error	Avaya IP Softphone		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000480068	Cody Hansen	Application	Error	Avaya IP Softphone		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000480070	Christine Rich	Application	Error	Avaya IP Softphone		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000480071	Debbie Torres	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.12
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000480086	Muris Prses	None	None	None		TIR Missed: No	0.04
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000480091	Melodee Williams	Application	Error	Utah Works		TIR Missed: Yes	1.65
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	2.11
INC000000480092	Chris Reed	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000480096	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000480101	Rebecca Sangberg	Telecom	Voice Mail	Telephone		TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000480105	William Greer	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000480107	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000480110	Suzie Yeates	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000480111	Marie Higgins	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000480113	Jean Fisher	Application	Error	Microsoft Office 2003 Profession		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000480114	Diane Lovell	None	None	None		TIR Missed: No	0.00
	Application Support - Single Signon	Jaynee Kimber	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000480116	Mark Erickson	PC/Laptop	None	None		TIR Missed: No	0.95
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.95

Workforce Services

INC000000480117	Diane Lovell	None	None	None			TIR Missed: No	0.37
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low		Closed	TTR Missed: No	1.62
INC000000480128	Marcie Bell	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	0.00
INC000000480137	Nathan Riggs	Application	None	Internet Explorer			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed: No	0.00
INC000000480139	Diane Lovell	None	None	None			TIR Missed: No	0.33
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low		Closed	TTR Missed: No	0.33
INC000000480176	Nan Powell	Application	Error	Utah Works			TIR Missed: Yes	21.43
	Application Support - UWORKS	Eric Strong	Workforce Services	Low		Resolved	TTR Missed: Yes	21.43
INC000000480192	Jane Broadhead	Application	Error	Novell GroupWise			TIR Missed: No	0.00
	Application Services	Paul Lundell	Workforce Services	Low		Closed	TTR Missed: No	1.41
INC000000480193	Alleyn Kinney	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	0.00
INC000000480207	Lance Olsen	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low		Closed	TTR Missed: No	0.00
INC000000480213	Colleen Johnson	Application	Error	Utah Works			TIR Missed: Yes	26.59
	Application Support - UWORKS	Eric Strong	Workforce Services	Low		Resolved	TTR Missed: Yes	27.46
INC000000480217	Brian Smith	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low		Closed	TTR Missed: No	0.00
INC000000480224	Maria Dupaix	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed: No	0.19
INC000000480238	Eric Tanner	Application	Error	Utah Works			TIR Missed: Yes	6.52
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low		Resolved	TTR Missed: Yes	6.95
INC000000480367	Chris Reed	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000480372	Sheryl Nisely	Server	Hardware	None			TIR Missed: Yes	1.53
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low		Resolved	TTR Missed: No	1.53
INC000000480386	William Greer	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000480388	David Blackhurst	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000480389	Sally Egbert	PC/Laptop	Error	None			TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low		Resolved	TTR Missed: No	5.62

Workforce Services

INC000000480395	Joanna Smith	Telecom	Hardware	None		TIR Missed: No	0.00
	Network Operations	Robert Ryan	Workforce Services	Low	Resolved	TTR Missed: No	1.60
INC000000480401	Michelle Conley	Application	Error	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000480407	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480409	Twila Anderson	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000480417	Nune Phillips	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480424	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480430	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480435	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480443	Mary Zorn	Network	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000480461	Melanie Decker	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000480464	Jeremy Stewart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000480467	Tracia Sullivan	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000480480	Brian Smith	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480491	Phillip Redlinger	Application	Password	Novell GroupWise 32-bit Windov	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000480492	Malida Stram	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480495	Elizabeth Shelton	Telecom	None	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.69
INC000000480496	Wayne Tuttle	Network	None	None		TIR Missed: No	0.07
	Network Operations	Brant Davis	Workforce Services	High	Resolved	TTR Missed: No	2.67

Workforce Services

INC000000480502	Steven Smith	Telecom	Feature	None	TIR Missed: No	0.03
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.83
INC000000480513	Rod Jensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480514	Fran Cannard	Telecom	Dial Tone	Telephone	TIR Missed: No	0.56
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	1.56
INC000000480555	Debbie Sheldon	PC/Laptop	Performance	None	TIR Missed: Yes	1.20
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.22
INC000000480562	Phay Panh	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.47
INC000000480568	Alice Edman	None	None	None	TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000480590	Marilyn Fischer	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000480623	Jared Chamberlain	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480639	Soma Timsina	PC/Laptop	Performance	None	TIR Missed: No	0.09
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000480658	Brittney M Woodland	Application	Error	None	TIR Missed: No	0.13
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	1.49
INC000000480660	Mimose Montes	None	None	None	TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	1.44
INC000000480667	Fay Tan	Application	Password	DWS Intranet	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480673	Rebecca D Anderson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	1.68
INC000000480682	Stephanie Lemmon	None	None	None	TIR Missed: No	0.03
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	2.05
INC000000480688	Lisa Beglarian	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480706	Luis Mejia	Application	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000480710	Lisa Beglarian	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000480720	Solomon Scheidell	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.13
INC000000480727	Heather Sawley	Application	Error	Novell GroupWise 32-bit Windov			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	0.07
INC000000480728	Gidget Calderon	None	None	None			TIR Missed: No	0.00
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved		TTR Missed: No	0.89
INC000000480730	Joanna Smith	None	None	None			TIR Missed: No	0.59
	Voice/Data/WAN Services	Mitch Hood	Workforce Services	Low	Resolved		TTR Missed: No	0.60
INC000000480734	Jeris Shira	Application	Error	Content Manager			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	0.15
INC000000480748	Anna Dart	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000480753	David Blackhurst	None	None	None			TIR Missed: No	0.04
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved		TTR Missed: No	0.21
INC000000480769	Nancy Deras	None	None	None			TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved		TTR Missed: No	3.20
INC000000480770	Jennifer Domenici	Wireless Connectivity	None	None			TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved		TTR Missed: No	0.06
INC000000480819	Laura Carter	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000480826	Bonnie L Kelsey	PC/Laptop	Error	None			TIR Missed: No	0.07
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved		TTR Missed: No	0.28
INC000000480831	Jimmy Smith	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.01
INC000000480835	Reyna Romero	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.14
INC000000480840	Gordon Snow	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000480848	Nancy Deras	None	None	None			TIR Missed: No	0.20
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved		TTR Missed: No	1.50
INC000000480853	Dorothy Williams	Application	Error	Novell Messenger			TIR Missed: Yes	1.20
	Application Services	Tony Larsen	Workforce Services	Low	Resolved		TTR Missed: No	2.59
INC000000480857	Karla Aguirre	None	None	None			TIR Missed: No	0.06
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved		TTR Missed: No	0.39

Workforce Services

INC000000480861	Joan Price	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.70
INC000000480862	Craig Guerrero	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.68
INC000000480903	Melissa Beagley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000480920	Kelly E Rees-Maw	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000480936	Patti Sellers	Application	Error	Utah Works	TIR Missed: Yes		17.55
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	17.55
INC000000480954	Dan Schuring	None	None	None	TIR Missed: Yes		3.97
	Security	Garry Gregson	Workforce Services	Low	Resolved	TTR Missed: No	4.03
INC000000480964	June Conn-Solomon	Telecom	None	Telephone	TIR Missed: No		0.21
	Voice/Data/WAN Services	T Artis	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000480966	Matthew Christiansen	Application	None	ZENworks for Desktops	TIR Missed: No		0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000480970	Solomon Scheidell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000481001	Laura Carter	Application	Error	eFIND/eSHARE	TIR Missed: No		0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000481007	Nan Powell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000481008	Tori Henson	None	None	None	TIR Missed: No		0.12
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000481012	Jake Gaston	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000481039	Bryan Kessinger	Application	Error	None	TIR Missed: No		0.12
	Application Services	Danielle Hood	Workforce Services	Low	Resolved	TTR Missed: No	0.86
INC000000481045	Jason Miller	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000481048	Colleen Johnson	Application	Error	Microsoft Windows XP Professio	TIR Missed: No		0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000481051	Joe Edman	PC/Laptop	Hardware	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.10

Workforce Services

INC000000481053	Timothy Dye	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000481054	Milton Olsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000481073	Jaimie Druk	PC/Laptop	Virus	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000481081	Ann Durrant	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000481100	Kyle Preston	PC/Laptop	Hardware	None	TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.96
INC000000481104	Kelly Farley	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000481120	Stacy Anderson	Network	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000481152	Bonnie L Kelsey	None	None	None	TIR Missed: No	0.23
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	3.89
INC000000481164	Melissa Beagley	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000481167	Carolyn Christensen	PC/Laptop	Performance	None	TIR Missed: No	0.17
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000481179	Melodee Williams	None	None	None	TIR Missed: No	0.19
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	1.44
INC000000481184	Dorothy Williams	None	None	None	TIR Missed: No	0.02
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.63
INC000000481186	Connie Bell	None	None	None	TIR Missed: No	0.13
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000481195	Sharen Welsh	None	None	None	TIR Missed: No	0.08
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000481197	Melanie Merrill	Application	Error	Utah Works	TIR Missed: Yes	1.48
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	1.48
INC000000481208	Gail Reidling	Telecom	None	Telephone	TIR Missed: Yes	1.35
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	1.36
INC000000481221	Milagros Santos	None	None	None	TIR Missed: No	0.10
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.11

Workforce Services

INC000000481222	Janet Howes	Application	Error	Utah Works			TIR Missed: Yes	11.56
Application Support - UWORKS	Jeff Pryor		Workforce Services	Low	Resolved		TTR Missed: Yes	11.56
INC000000481228	Lyndie Degraw	Application	Error	Utah Electronic Resource and E			TIR Missed: No	0.00
Application Support - Single Signon	Lori Newren		Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481233	Delene Bourdeau	Application	Error	Utah Works			TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved		TTR Missed: No	0.25
INC000000481258	Kerry Daniels	Application	Error	Microsoft Windows XP Professic			TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved		TTR Missed: No	0.13
INC000000481290	Jeff Godfrey	PC/Laptop	Virus	None			TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak		Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481352	Kim-Ngan Lam	None	None	None			TIR Missed: No	0.00
Metro A Desktop Support	Mike Beynon		Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481355	Kathryn Paget	Application	Error	None			TIR Missed: No	0.00
Application Support - DBA	Eric Swain		Workforce Services	Medium	Resolved		TTR Missed: No	0.00
INC000000481363	Lanelle Windley	Application	Error	None			TIR Missed: No	0.00
Application Support - DBA	None		Workforce Services	Low	Resolved		TTR Missed: No	
INC000000481365	Edna Sanchez	None	None	None			TIR Missed: No	0.36
Application Support - DBA	Eric Swain		Workforce Services	Low	Resolved		TTR Missed: No	0.36
INC000000481367	Dorothy Williams	Application	Error	None			TIR Missed: No	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved		TTR Missed: No	
INC000000481369	Miri Parker	Application	Error	None			TIR Missed: No	0.00
Application Support - DBA	Eric Swain		Workforce Services	Low	Resolved		TTR Missed: No	
INC000000481370	Justin Fowers	None	None	None			TIR Missed: No	0.37
Application Support - DBA	Eric Swain		Workforce Services	Low	Resolved		TTR Missed: No	0.37
INC000000481373	Joe Salazar	Application	Error	None			TIR Missed: No	0.00
Application Support - DBA	Eric Swain		Workforce Services	Low	Resolved		TTR Missed: No	
INC000000481374	Glenda Snodgrass	Application	Error	None			TIR Missed: No	0.00
Application Support - DBA	Eric Swain		Workforce Services	Low	Resolved		TTR Missed: No	
INC000000481377	Sarka Dever	Application	Error	Cisco AnyConnect VPN Client			TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481379	Cami Sandoval	None	None	None			TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser		Workforce Services	Low	Resolved		TTR Missed: No	0.17
INC000000481380	Tricia Mecham	Application	Error	None			TIR Missed: No	0.00
Application Support - EFIND	Anhkim Le		Workforce Services	Low	Resolved		TTR Missed: No	0.00

Workforce Services

INC000000481383	Danielle Deming	Application	Error	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	
INC000000481385	Gary Gibbs	Application	Error	None			TIR Missed: No	0.00
	Application Support - DBA	Eric Swain	Workforce Services	Low		Resolved	TTR Missed: No	
INC000000481386	Jean Fisher	Application	Error	None			TIR Missed: No	0.00
	Application Support - DBA	Eric Swain	Workforce Services	Low		Resolved	TTR Missed: No	
INC000000481388	Karin Allen	Application	Error	None			TIR Missed: No	0.00
	Application Support - DBA	Eric Swain	Workforce Services	Low		Resolved	TTR Missed: No	
INC000000481389	Debra Mace	Application	Error	None			TIR Missed: No	0.00
	Application Support - DBA	Eric Swain	Workforce Services	Low		Resolved	TTR Missed: No	
INC000000481390	Alleyn Kinney	Application	Error	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000481392	Andrea Hayes	Application	Error	None			TIR Missed: No	0.00
	Application Support - DBA	Eric Swain	Workforce Services	Low		Resolved	TTR Missed: No	
INC000000481395	Collin Peterson	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000481396	Wendy Rosenthal	Application	Error	None			TIR Missed: No	0.00
	Application Support - DBA	Eric Swain	Workforce Services	Low		Resolved	TTR Missed: No	
INC000000481398	Solomon Scheidell	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.22
INC000000481400	Twila Anderson	Application	Error	None			TIR Missed: No	0.00
	Application Support - DBA	Eric Swain	Workforce Services	Low		Resolved	TTR Missed: No	
INC000000481403	Heather Knowlton	Application	Error	None			TIR Missed: No	0.00
	Application Support - DBA	Eric Swain	Workforce Services	Low		Resolved	TTR Missed: No	
INC000000481405	Karen Quackenbush	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	0.29
INC000000481407	Galina Greer	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low		Resolved	TTR Missed: No	0.27
INC000000481410	Karen Quackenbush	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Resolved	TTR Missed: No	0.04
INC000000481414	Laura Carter	PC/Laptop	Error	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low		Resolved	TTR Missed: No	2.77
INC000000481418	Antonette Gray	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.01
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	0.17

Workforce Services

INC000000481424	Brigham Andrew	Application	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

INC000000481425	Linda Wirtjes	Application	Error	Utah Works	TIR Missed: No	0.19
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	0.20

| INC000000481432 | Connie Shearwood | Application | Error | Utah Works | TIR Missed: No | 0.19 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Resolved | TTR Missed: No | 0.22 |

| INC000000481442 | Bonnie L Kelsey | Application | Error | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | |

| INC000000481462 | Susan M White | None | None | None | TIR Missed: No | 0.03 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | 4.60 |

| INC000000481477 | Valerie Argyle | None | None | None | TIR Missed: Yes | 1.29 |
| | Metro A Hosting | Tom Carney | Workforce Services | Low | Resolved | TTR Missed: No | 1.71 |

| INC000000481481 | Karen Ellsworth | None | None | None | TIR Missed: No | 0.34 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Resolved | TTR Missed: No | 0.34 |

| INC000000481491 | Kathy Wendel | PC/Laptop | Error | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | 0.13 |

| INC000000481500 | Jaimie Druk | Application | Password | Active Directory | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000481504 | Delene Bourdeau | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | 0.18 |

| INC000000481506 | Nate Trujillo | PC/Laptop | Error | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | 0.09 |

| INC000000481511 | Amie Graff | Network | Performance | None | TIR Missed: No | 0.46 |
| | Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | Resolved | TTR Missed: No | 1.39 |

| INC000000481520 | Seth Balls | Network | None | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000481523 | Karen Quackenbush | None | None | None | TIR Missed: No | 0.38 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Resolved | TTR Missed: No | 0.54 |

| INC000000481527 | Trish West | Application | Reporting | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Meladye Shively | Workforce Services | Low | Resolved | TTR Missed: No | 1.52 |

| INC000000481532 | Jimmy Smith | Application | Error | None | TIR Missed: No | 0.06 |
| | Metro A Desktop Support | Burton Brown | Workforce Services | Low | Resolved | TTR Missed: No | 1.11 |

| INC000000481541 | Rebecca Williams | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

Workforce Services

INC000000481545	Glenda Swallow	PC/Laptop	Performance	None		TIR Missed:	No	0.07
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	0.07
INC000000481549	Dale Ownby	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.17
Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Resolved	TTR Missed:	No	0.28
INC000000481551	Craig Emett	PC/Laptop	Performance	None		TIR Missed:	No	0.04
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed:	No	2.65
INC000000481557	Lori Hatch	Application	Error	Content Manager		TIR Missed:	No	0.00
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed:	No	0.62
INC000000481559	Karen Shepherd	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000481597	Steven Coray	Application	Error	Utah Works		TIR Missed:	Yes	10.83
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	Yes	10.83
INC000000481629	Joe Edman	Telecom	None	None		TIR Missed:	Yes	2.09
Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Medium	Resolved	TTR Missed:	No	2.19
INC000000481642	Gaylinn Frandsen	None	None	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000481673	Jamie Guenon	None	None	None		TIR Missed:	No	0.11
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed:	Yes	6.52
INC000000481700	Maritza Rojas-Erickson	None	None	None		TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000481705	Tracia Sullivan	None	None	None		TIR Missed:	No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000481711	Chris Witney	Application	Error	Content Manager		TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.61
INC000000481716	Tene' Howell	None	None	None		TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000481718	Jamar Lee	Application	Error	Utah Works		TIR Missed:	Yes	9.76
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	Yes	9.76
INC000000481720	Cami Sandoval	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.57
INC000000481729	Chris Nance	None	None	None		TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	0.27
INC000000481736	Steven Smith	Application	Error	Contributions Automated Tax Sy	TIR Missed:	Yes	1.11
Application Support - DBA	Eric Swain	Workforce Services	Low	Resolved	TTR Missed:	No	1.11

Workforce Services

INC000000481754	Rachael Licciardone	Wireless Connectivity	Performance	None		TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved		TTR Missed: No	4.24
INC000000481766	Verlin Christensen	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481773	Debbie Sparks	Application	Error	DWS Intranet		TIR Missed: No	0.12
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.16
INC000000481815	Simone Ongoongotau	Remote Connectivity	None	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	1.46
INC000000481842	Norma Pech-Rousin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481864	Tracy Barrera	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481868	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481869	Laurina Schouten	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.10
INC000000481871	Tori Henson	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481874	Faye Hubbard	Telecom	None	Telephone		TIR Missed: No	0.35
Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved		TTR Missed: No	0.38
INC000000481883	Sujeet Sukumaran	None	None	None		TIR Missed: No	0.01
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	0.37
INC000000481886	Jocelyn Huish	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481890	Kathy Kirby	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481898	Shauna Havey	Telecom	None	None		TIR Missed: No	0.20
Voice Operations	Leon Owen	Workforce Services	Low	Resolved		TTR Missed: No	0.40
INC000000481900	Jimmy Smith	Application	Error	None		TIR Missed: No	0.07
Metro A Desktop Support	Burton Brown	Workforce Services	Low	Resolved		TTR Missed: No	0.33
INC000000481912	Jimmy Smith	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000481936	Rebecca D Anderson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.00

Workforce Services

INC000000481946	Chris Nance	Application	Error	None	TIR Missed: No	0.58
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.65
INC000000481951	Staci Byers	PC/Laptop	Password	Microsoft Office XP Professiona	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	1.21
INC000000481956	Worthy Glover Jr	Network	Incident	None	TIR Missed: No	0.05
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000481964	Debbie Sheldon	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000481998	Melissa Beagley	Application	Error	Utah Works	TIR Missed: Yes	4.79
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	4.79
INC000000482018	Earl Thompson	Application	Error	Utah Works	TIR Missed: Yes	4.02
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	4.02
INC000000482039	Deborah Hamlett	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.68
INC000000482045	Lillian Bayles	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482046	Dale Ownby	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.91
INC000000482065	Kelly Thornton	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000482067	Brandon Andersen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.84
INC000000482077	Juri Strong	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482092	Michelle Meyer	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.31
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000482096	Janet Butterfield	Application	None	Gmail	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482154	Miri Parker	Application	Error	Utah Works	TIR Missed: Yes	2.13
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	2.13
INC000000482161	Jeff Shockley	None	None	None	TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.51
INC000000482177	Carol Lowman	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000482181	Sepa Taula	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482184	Sepa Taula	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482187	Sharon Holmes	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482197	Randilee Spencer	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482239	Jim Mansfield	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482246	Collin Peterson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.41
INC000000482262	Simone Ongoongotau	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482267	Brigham Andrew	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482273	Cynthia Barlow	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	4.55
INC000000482279	Dennie Tsuya	Application	Error	Utah Works		TIR Missed: Yes	4.09
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	4.09
INC000000482296	Sarka Dever	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482303	Gill Johns-Young	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482322	Nobilee Hutchinson	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	1.46
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	1.46
INC000000482324	Karen Thomas	None	None	None		TIR Missed: No	0.23
	Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000482330	Elizabeth Fitzpatrick	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482332	Connie Green	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482333	Beverly Anderson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	

Workforce Services

INC000000482334	Ashley Davis	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

INC000000482336	Dan Nelson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

INC000000482340	Judy Ward	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

INC000000482341	Charles Owens	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

INC000000482344	Peggy Barton	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

INC000000482346	Charleen Neff	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

INC000000482348	Kenneth Martinez	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	0.05

INC000000482353	Melanie Ferron	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

INC000000482355	Brian Prettyman	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	0.25

INC000000482356	Steven Bryan	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

INC000000482359	Eric Tanner	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	0.15

INC000000482360	Gaylinn Frandsen	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell		Workforce Services	Low	Resolved	TTR Missed: No	0.00

INC000000482361	John C Manning	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

INC000000482364	Stephanie Harding	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell		Workforce Services	Low	Resolved	TTR Missed: No	0.00

INC000000482366	Cynthia McDaniel	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

INC000000482368	Debbie Stavros	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

INC000000482377	Ashley Baker	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt		Workforce Services	Low	Resolved	TTR Missed: No	

Workforce Services

INC000000482381	Kathryn Grover	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482382	Stephanie Trappett	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000482384	Brent Newren	PC/Laptop	Virus	Symantec AntiVirus	TIR Missed: Yes	1.22
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	1.22
INC000000482386	Cindi Nay	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482389	Jefferson Barrett	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482393	CindaLee Hall	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482417	Aaron D Christensen	PC/Laptop	None	None	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482425	Melissa Presley	PC/Laptop	Performance	None	TIR Missed: No	0.03
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	4.00
INC000000482435	Melissa Atkin	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	1.45
INC000000482436	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482452	Janet Butterfield	Application	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482477	Sariah Hunt	PC/Laptop	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.80
INC000000482488	Chris Kynaston	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482489	April Buxton	PC/Laptop	Virus	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.02
INC000000482490	Tamra Tyler	Application	None	None	TIR Missed: No	0.09
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.45
INC000000482494	Emily Keller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482504	Linda Rothenberger	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.22

Workforce Services

INC000000482526	Leyla Escobar	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000482528	Janet Jolley	Application	Reporting	Microsoft Windows XP Profession		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000482534	Michelle Viertel	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000482558	Whitney Roberts	Application	Error	Utah Works		TIR Missed: Yes	1.99
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	1.99
INC000000482578	Lorie Davis	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000482591	Elizabeth Fitzpatrick	None	None	None		TIR Missed: No	0.13
	Application Support - Content Mana	Randall Ottesen	Workforce Services	High	Resolved	TTR Missed: No	2.70
INC000000482594	Mary Zorn	None	None	None		TIR Missed: No	0.38
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.38
INC000000482598	Kathy Martinez	None	None	None		TIR Missed: No	0.18
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000482601	Beckie Turner	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482609	Johnny Bedore III	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482611	Mandy Davis	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482614	Valerie Martin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482617	Jon Brewer	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482618	Dorothy Williams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482619	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482621	Kathy Kirby	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482622	Mary Ann Keefer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	

Workforce Services

INC000000482633	Barbara Garcia	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482635	Vickie Tiley	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482639	Misty Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482641	Heidi R Thomas	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482642	Gloria De Vaca	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482643	Sherry Bird	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482644	Jonathan Parrish	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482646	Jamar Lee	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482647	Ler Wah	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482648	Laurie Wittwer	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482650	Sara Schultz	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482651	Sarah Pullman	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482652	Osman Ahmed	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482654	Laurina Schouten	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482655	Sandra Pyper	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482656	Joseph Oneil	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482658	Michelle Wright	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	

Workforce Services

INC000000482659	Joy Majors	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482660	Melanie Ferron	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482661	Lori Montague	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482662	Betty Ward	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482665	LaDawn Rivera	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482666	Pam Larsen	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482667	Jaimie Druk	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482670	Michael Parker	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482676	Elizabeth Shelton	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482678	Jennifer Doxey	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482680	Martha Soto	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482681	Jane Broadhead	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482683	Cookie Chappell	Application	Error	Vision		TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000482684	Patricia Rose	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482688	Elizabeth Ross	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482689	Matthew Jacobsen	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000482692	Milton Olsen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000482707	Joann Wetzel	None	None	None			TIR Missed: No	0.21
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved		TTR Missed: No	1.89
INC000000482727	Maren Stevens	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.26
INC000000482739	Colleen Fitzgerald	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000482743	Holly Tanner	PC/Laptop	Performance	None			TIR Missed: No	0.87
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved		TTR Missed: No	0.87
INC000000482747	Rebecca Smith	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000482751	Robin Parker	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000482752	Rebecca Banner	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved		TTR Missed: No	1.46
INC000000482760	Mark Tilby	Application	Error	Novell GroupWise			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	0.14
INC000000482765	Lani Dick	None	None	None			TIR Missed: No	0.10
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	2.96
INC000000482769	Tricia Mecham	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	1.17
INC000000482789	Tori Henson	Application	Error	DWS Web			TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	0.90
INC000000482806	Melanie Kennedy	PC/Laptop	Virus	None			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	0.90
INC000000482813	Lincoln Hansen	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000482830	Hanh Nguyen	None	None	None			TIR Missed: No	0.49
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved		TTR Missed: No	0.49
INC000000482833	Lanelle Windley	None	None	None			TIR Missed: No	0.00
	Application Support - EFIND	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000482837	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000482856	Tricia Mecham	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	0.00

Workforce Services

INC#	Name	Category	Type	Item	TIR	Val
INC000000482858	Carrie Peterson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved TTR Missed: No	0.00
INC000000482883	Patricia Oneil-Smith	Application	Error	Utah Works	TIR Missed: Yes	16.08
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved TTR Missed: Yes	16.08
INC000000482924	Tim Davies	None	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved TTR Missed: No	0.11
INC000000482959	Cathy Bell	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved TTR Missed: No	0.00
INC000000482967	Julia Story	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved TTR Missed: No	0.19
INC000000482984	Jared Chamberlain	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved TTR Missed: No	0.00
INC000000482991	Julia Story	Application	Error	Utah Works	TIR Missed: No	0.99
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved TTR Missed: No	0.99
INC000000482997	Tricia Cox	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved TTR Missed: No	0.00
INC000000482998	Connie Dumas	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved TTR Missed: No	0.00
INC000000483027	Stephanie Harding	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved TTR Missed: No	0.00
INC000000483029	Elizabeth Ross	Application	Error	Utah Works	TIR Missed: No	0.67
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved TTR Missed: No	0.67
INC000000483126	Tom Jewell	PC/Laptop	Virus	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved TTR Missed: No	0.02
INC000000483142	Koral Vasquez	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved TTR Missed: No	0.00
INC000000483147	Verlin Christensen	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved TTR Missed: No	0.00
INC000000483209	Jim Mansfield	Network	Incident	None	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved TTR Missed: No	0.00
INC000000483214	Joseph Demma	Application	Error	PGP	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved TTR Missed: No	0.00
INC000000483216	Jim Mansfield	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved TTR Missed: No	0.95

Workforce Services

| INC000000483219 | Deann Caussyn | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000483236 | Jennifer Meyer-Smart | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000483243 | Leyla Escobar | Application | Password | Content Manager | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.01 |

| INC000000483248 | Jackie Dalton | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000483253 | Mike Asmussen | Application | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000483266 | Lorena Padilla | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000483271 | Christopher Myers | PC/Laptop | Error | Active Directory | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | 0.96 |

| INC000000483284 | Kandi Kutkas | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Todd Hardy | Workforce Services | Low | Resolved | TTR Missed: No | 1.24 |

| INC000000483303 | Stella L Salazar | PC/Laptop | Password | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.11 |

| INC000000483309 | Tracy Schroeder | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000483311 | Oscar Molina | Application | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.56 |

| INC000000483331 | Randy Simon | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: No | 0.32 |

| INC000000483336 | Danielle Deming | Application | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | 0.11 |

| INC000000483340 | Darrin Nielsen | Telecom | None | None | TIR Missed: No | 0.17 |
| | Voice Operations | Romanza Hamblin Sorensen | Workforce Services | Low | Resolved | TTR Missed: No | 0.47 |

| INC000000483347 | Cassy Hahn | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000483351 | Jill Howe | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000483370 | Debbie Sheldon | PC/Laptop | Hardware | None | TIR Missed: No | 0.12 |
| | Rural North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | 0.13 |

Workforce Services

INC000000483384	Simone Ongoongotau	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000483389	Thomas Ivory	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000483395	Jill Howe	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.40
INC000000483403	Phillip Redlinger	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483410	Ashley Nielsen	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	5.64
INC000000483415	Kerrie Jensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483428	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483439	John Dietrich	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.27
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.77
INC000000483455	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483458	Neil Rollins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000483468	Irene Fossat	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483506	Kaylee Ashdown	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.09
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	1.25
INC000000483507	Neil Rollins	None	None	None		TIR Missed: No	0.56
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.87
INC000000483526	Melody Harkwright	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000483549	Molly Wengreen	PC/Laptop	Performance	None		TIR Missed: No	0.42
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000483554	Melanie Merrill	Application	Error	Utah Works		TIR Missed: Yes	13.53
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	13.53
INC000000483581	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000483621	Ryan Ward	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.52
INC000000483694	Holly Tanner	PC/Laptop	Performance	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000483702	Christopher Myers	Application	Error	Contributions Automated Tax Sy	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483725	Stella L Salazar	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000483726	Gerald Gansey	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483746	Lisa Ward	None	None	None	TIR Missed:	Yes	1.16
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	1.17
INC000000483754	Amantia Kempton	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483755	Stephanie Harding	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483756	Toni C Ansel	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483764	Mary McConaughy	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483770	Pamela Surakhun	None	None	None	TIR Missed:	No	0.79
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.98
INC000000483780	Mele Vainuku	PC/Laptop	Performance	None	TIR Missed:	No	0.21
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.85
INC000000483783	Samuel Hendricksen	None	None	None	TIR Missed:	Yes	21.30
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	21.43
INC000000483798	Holly Tanner	None	None	None	TIR Missed:	No	0.20
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000483801	Whitney Roberts	Application	Error	Utah Works	TIR Missed:	Yes	10.08
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	10.13
INC000000483822	Carol Hansen	PC/Laptop	Password	None	TIR Missed:	No	0.22
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000483829	Bonnie L Kelsey	PC/Laptop	Performance	None	TIR Missed:	No	0.08
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.09

Workforce Services

INC000000483887	Robert Gilbert	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483911	Koral Vasquez	Application	Error	Internet Explorer	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483932	Maria Torres	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483954	Jonathan Mathews	Application	Error	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	1.88
INC000000483965	Zenaida Martinez	PC/Laptop	Error	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000483978	Jenny Barrow	None	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000484009	Sherry Stevens	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000484027	Danielle Deming	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.60
INC000000484033	Cathy Maynard	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000484034	Kim Wilcox	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: N/A	
INC000000484054	Veronica Palomino	Telecom	Dial Tone	Telephone	TIR Missed:	No	0.10
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	0.71
INC000000484068	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000484071	Dave Brown	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000484083	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000484092	Jennifer Buonocore	Application	Error	Internet Explorer	TIR Missed:	No	0.18
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000484100	Jodie Pegram	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000484110	Keri Myers	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	1.03

Workforce Services

INC000000484111	Elizabeth Shelton	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000484115	Linda Hansen	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.32
INC000000484130	Melanie Merrill	Application	Error	Utah Works		TIR Missed: No	0.26
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000484136	Fran Cannard	Telecom	None	None		TIR Missed: No	0.12
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	2.24
INC000000484143	Julie Aa Anderson	Application	None	Public Assistance Case Manage	TIR Missed: Yes	1.40
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	1.60
INC000000484212	Fay Tan	Application	Error	Content Manager		TIR Missed: No	0.03
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.33
INC000000484225	Amber Stevens	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000484247	Yvette Woodland	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000484286	Trisha Nielson	Application	Reporting	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000484288	Brent Newren	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.29
INC000000484290	Natalie Young	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000484293	EasterSeals EasterSeals	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000484303	Colby Hargis	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000484324	Audrey M Curtis	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000484332	Gerald Gansey	Network	Password	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.53
INC000000484365	Bonnie L Kelsey	Application	Error	Utah Works		TIR Missed: Yes	1.96
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	2.04
INC000000484370	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed: Yes	12.60
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	12.73

Workforce Services

INC000000484398	Lisa Ward	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved		TTR Missed: No	0.60
INC000000484423	Timothy Tinker	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000484469	Melissa Crane	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000484521	Rebecca D Anderson	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000484524	Kim Auberger	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000484608	Miri Parker	Application	Error	Utah Works		TIR Missed: No	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000484614	DeeAnn Shumway	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000484623	Veronica Palomino	Network	Error	None		TIR Missed: No	0.00
Network Operations	Dave Bodily	Workforce Services	Low	Resolved		TTR Missed: No	3.21
INC000000484636	Sarka Dever	PC/Laptop	None	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.18
INC000000484656	Lori Hatch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	0.73
INC000000484659	Amy Wylie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000484670	Troy Lamb	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved		TTR Missed: No	0.02
INC000000484674	Lisa Vongthongchit	Application	Error	Novell GroupWise		TIR Missed: No	0.23
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.81
INC000000484678	Debbie Sheldon	PC/Laptop	Hardware	None		TIR Missed: No	0.66
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	0.68
INC000000484681	Gary Williams	Application	Password	Novell GroupWise		TIR Missed: No	0.19
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.29
INC000000484692	Anna Larson	Application	None	Proofpoint Email Security		TIR Missed: No	0.00
Application Services	Tony Larsen	Workforce Services	Low	Resolved		TTR Missed: No	3.90
INC000000484704	Fran Cannard	Telecom	Dial Tone	Telephone		TIR Missed: No	0.25
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved		TTR Missed: No	0.40

Workforce Services

INC000000484711	Toni Jex	Application	Error	JavaPC	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000484726	Danielle Deming	Application	Error	Utah Master Directory	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000484739	Veronica M Valadez	Network	Incident	None	TIR Missed:	No	0.14
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.45
INC000000484745	Shane Otvos	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.77
INC000000484776	Diane Lovell	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000484799	Colleen Fitzgerald	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000484811	Rachel Gehring	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000484812	Angela Murphy	Application	Error	None	TIR Missed:	No	0.43
	Application Support - Data Warehous	Drew Maxfield	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000484821	Teresa Gonzales	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000484840	Matthew Larson	Application	Error	None	TIR Missed:	Yes	1.54
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	2.02
INC000000484844	Stephen Lisonbee	None	None	gmail	TIR Missed:	No	0.00
	Metro C Help Desk	Chris Olson	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000484906	Jimmy Smith	PC/Laptop	Error	None	TIR Missed:	No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	2.20
INC000000484911	Anita Kramer	Application	Error	Computerized Unemployment B	TIR Missed:	No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	1.12
INC000000484923	Shane Otvos	Application	Error	Novell Messenger	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000484942	Laurie Johnson	Application	Password	eFIND/eSHARE	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000484945	Jeudi Chav	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000484958	Shallen Kimber	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

| INC000000484965 | Agnes Lomu | Application | Error | Microsoft Office | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.48 |

| INC000000484966 | Mike Asmussen | Application | Password | DWS Web | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | 0.03 |

| INC000000484969 | Dawn Lay | Wireless Connectivity | None | None | TIR Missed: No | 0.06 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Resolved | TTR Missed: No | 0.06 |

| INC000000484971 | Neil Rollins | Application | Error | Utah Electronic Resource and E | TIR Missed: Yes | 1.73 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | 1.85 |

| INC000000484973 | Helen Hadad | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000484986 | Fran Cannard | Telecom | Call/Receive | Telephone | TIR Missed: No | 0.16 |
| | Voice Operations | Gail Christiansen | Workforce Services | Medium | Resolved | TTR Missed: No | 0.16 |

| INC000000484988 | Peggy Killian | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000485013 | Chris Kynaston | Application | Reporting | Job search for job seekers and | TIR Missed: Yes | 8.63 |
| | Application Support - UWORKS | Shane Otvos | Workforce Services | Low | Resolved | TTR Missed: Yes | 8.63 |

| INC000000485016 | Shonie Barker | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000485021 | Stacie A Johnson | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000485028 | Jessica Ankenbauer | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000485033 | Karen Hess | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.13 |
| | Rural North Desktop Support | Dane Smith | Workforce Services | Low | Resolved | TTR Missed: No | 0.21 |

| INC000000485036 | Jessica Ankenbauer | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000485040 | Marie Higgins | None | None | None | TIR Missed: No | 0.47 |
| | Voice Operations | Gail Christiansen | Workforce Services | Low | Resolved | TTR Missed: No | 0.47 |

| INC000000485041 | Laura Beckstrand | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000485048 | Diane Lovell | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | 0.08 |

| INC000000485055 | Nancy Durrant | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.19 |
| | Rural North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | 0.19 |

Workforce Services

INC000000485081	Ryan Betts	Application	Error	None			TIR Missed: No	0.42
	Application Support - Data Warehou	Blaine Campbell	Workforce Services	Low		Resolved	TTR Missed: No	0.42
INC000000485130	Terry Hansen	PC/Laptop	None	None			TIR Missed: No	0.16
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low		Resolved	TTR Missed: No	0.35
INC000000485135	Lisa Henrie	PC/Laptop	Performance	None			TIR Missed: No	0.12
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low		Resolved	TTR Missed: No	0.12
INC000000485144	Mark Wimber	Remote Connectivity	Performance	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.04
INC000000485156	Sarka Dever	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	0.44
INC000000485158	Dorothy Hall	Wireless Connectivity	Error	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000485173	Marcia J Lea	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000485178	Mechelle Adamson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000485209	Kris Bradley	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000485220	Amy Lowe	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000485222	Connie Perry	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000485240	Nichole Pusey	Application	None	Gmail			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	1.48
INC000000485241	Jake Gaston	Application	Error	Utah Master Directory			TIR Missed: No	0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000485245	Jeff Sanderson	None	None	Novell GroupWise			TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low		Resolved	TTR Missed: No	0.37
INC000000485259	Gordon Snow	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000485272	Andrea Henderson	Application	Error	Novell GroupWise			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.33
INC000000485278	Shane Otvos	None	None	None			TIR Missed: No	0.17
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low		Resolved	TTR Missed: No	1.42

Workforce Services

INC000000485292	Jackie Nielson	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000485306	Shauna Havey	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000485314	Annie Granger	Application	Error	Utah Works		TIR Missed: Yes	9.66
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: Yes	9.66
INC000000485315	Shane ODell	PC/Laptop	None	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000485317	Brent Fife	Application	Error	Content Manager		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000485326	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000485327	Sonia Fowler	Application	Error	Utah Works		TIR Missed: Yes	8.06
Application Support - UWORKS	Shane Otvos	Workforce Services		Low	Resolved	TTR Missed: Yes	8.06
INC000000485332	Joann Wetzel	None	None	None		TIR Missed: No	0.36
Metro B Desktop Support	Wayne Higgs	Workforce Services		Low	Resolved	TTR Missed: No	0.50
INC000000485334	Lisa Ward	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services		Low	Resolved	TTR Missed: No	1.22
INC000000485341	Irina Pierpont	Application	Error	Content Manager		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	0.22
INC000000485344	Debbie Sheldon	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Workforce Services		Low	Closed	TTR Missed: No	0.58
INC000000485347	Evan Loveless	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000485352	Shauna Havey	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000485354	Jennifer Owens	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000485359	Jennifer Owens	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services		Low	Resolved	TTR Missed: No	0.46
INC000000485360	Kimber Burks	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Workforce Services		Low	Closed	TTR Missed: No	0.41
INC000000485363	Shallen Kimber	Network	Incident	None		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Workforce Services		Low	Closed	TTR Missed: No	0.41

Workforce Services

INC000000485365	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485366	Sally J Critchlow	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000485370	Sally J Critchlow	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000485371	Fredrick Ntabwoba	Application	Password	Content Manager		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000485372	Kim Williams	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000485374	Luis Gatica	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485375	Fran Cannard	Telecom	Feature	Telephone		TIR Missed: No	0.53
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.53
INC000000485376	Brad V Bailey	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000485377	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.37
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000485380	Cecilia Shimanek	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485386	Carrie Peterson	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485407	Mary Ann Keefer	None	None	None		TIR Missed: No	0.01
	Metro A Hosting	Jeff Bartholomew	Workforce Services	High	Resolved	TTR Missed: Yes	13.98
INC000000485407	Mary Ann Keefer	None	None	None		TIR Missed: Yes	13.86
	Metro A Hosting	Jeff Bartholomew	Workforce Services	High	Resolved	TTR Missed: Yes	13.98
INC000000485411	Melanie Ferron	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485463	Jennifer Wright	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485468	Cindi Nay	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485469	Laurie Wittwer	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved	TTR Missed: No	

Workforce Services

INC000000485476	June Grattan	Application	Error	Content Manager - Centralized	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485477	Patricia Kamai	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485489	John Bowers	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485492	Edna Sanchez	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485497	Dorothy Williams	Application	Error	None	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000485504	John Bowers	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485516	Tiffany Cruz	Network	Performance	Microsoft Windows XP Professi	TIR Missed:	No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000485517	Simone Ongoongotau	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485523	Patti Fryhling	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485525	Steven Vorasane	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000485536	Jolynn Badame	Application	Password	Novell Messenger	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000485572	Kimberly Carter	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000485581	Terri Waters	PC/Laptop	Hardware	Microsoft Windows XP Professi	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485583	Jill Black	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000485599	Natalie Knudson	None	None	None	TIR Missed:	No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.81
INC000000485601	Brandon Haslam	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.81
INC000000485606	Anna Dart	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000485619	Lisa Zaugg	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	1.88
INC000000485624	Debbie Sheldon	Application	Error	Utah Works	TIR Missed:	Yes	6.38
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed:	Yes	6.38
INC000000485625	Delene Bourdeau	Application	Error	Utah Works	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000485638	Lynn Adams	Application	Password	Utah Master Directory	TIR Missed:	No	0.06
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed:	No	0.06
INC000000485640	Alyson Grant	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.17
	Voice Operations	Britany Egan	Workforce Services	Low	Resolved	TTR Missed:	No	1.72
INC000000485650	Sergio Bernabeu	Application	Error	Citrix ICA Client	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.55
INC000000485655	Elaine Montoya	None	None	None	TIR Missed:	Yes	4.50
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	4.50
INC000000485675	Elizabeth Fitzpatrick	None	None	None	TIR Missed:	No	0.38
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed:	No	0.38
INC000000485679	Bradley Stone	PC/Laptop	Password	Microsoft Windows XP Professic	TIR Missed:	No	0.71
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	0.85
INC000000485680	Melanie Decker	None	None	None	TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485681	Angi Nielsen	None	None	None	TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485683	John Cone	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485685	Lisa C Peterson	None	None	None	TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485687	Teresa Swensen	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485692	Sharon Holmes	None	None	None	TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485693	Scott G Anderson	None	None	None	TIR Missed:	No	0.07
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed:	No	0.49
INC000000485694	Jocelyn Huish	None	None	None	TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	

Workforce Services

INC000000485697	Mary Ann Keefer	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.08
INC000000485698	Anna Rodriguez	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485700	June Conn-Solomon	None	None	None			TIR Missed: No	0.79
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	0.79
INC000000485702	De Ette Richards	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485704	Rebecca Weston	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485705	Valerie Martin	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.03
INC000000485708	Carrie Tenifa	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485709	Edna Sanchez	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485710	Linda Englishhone	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485712	Barbara Andersen	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485714	Marge Rajski	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485716	Kaylin Bang	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485719	Stacie A Johnson	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485721	Laurina Schouten	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485722	Kathryn Neibert	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485724	Theresa Scribner	None	None	None			TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000485725	Kevin Kehr	None	None	None			TIR Missed: No	0.04
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.05

Workforce Services

INC000000485731	Shunda Pope	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485732	Ryan Burton	None	None	None		TIR Missed: No	0.00
	Help Desk	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485733	Colby Barton	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485734	Laurie Wittwer	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485736	Tammy M Cole	Application	Reporting	Kofax ImageControls		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	2.23
INC000000485738	Lori Montague	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485740	Elaine Jensen	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485741	Debra Zavala	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485742	Cyndy McKenzie	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485743	Kim Wilcox	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485744	Nancy Sanders	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485746	Teal Davis	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485748	Sherry Bird	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485749	Michelle Phillips	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485751	Meghan Greer	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485764	Connie Shearwood	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000485767	Cindy Cutshall	None	None	None		TIR Missed: No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	

Workforce Services

INC000000485773	Shauna Vigil	None	None	None		TIR Missed:	Yes	1.90
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed:	No	1.90
INC000000485780	James McCoy	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485782	Cindy Cutshall	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485783	Shauna Vigil	Application	Error	None		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.21
INC000000485785	Cindy Bertagnolli	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485787	Erin Cockerham	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485790	Jackie McAtee	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485791	Chris Loizos	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485794	Leann Robinson	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485795	Stacy Anderson	Telecom	Call/Receive	Telephone		TIR Missed:	No	0.16
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Resolved	TTR Missed:	Yes	10.66
INC000000485797	Lisa Roman	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485800	Mary Zorn	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485802	Olga Cooper	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485804	Janet Jolley	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485806	David Egan	None	None	None		TIR Missed:	No	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000485818	Gary Reid	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000485824	Ryan Halstenrud	None	None	None		TIR Missed:	No	0.22
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed:	No	2.59

Workforce Services

INC000000485836	Barbara Bloomfield	Application	Error	Utah Works			TIR Missed:	Yes	5.64
Application Support - UWORKS	Shane Otvos	Workforce Services		Low		Resolved	TTR Missed:	No	5.64
INC000000485843	Keri Myers	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low		Resolved	TTR Missed:	No	0.00
INC000000485891	Krzysztof Barchanski	PC/Laptop	Performance	None			TIR Missed:	No	0.00
Metro A Desktop Support	Adam Staks	Workforce Services		Low		Resolved	TTR Missed:	No	0.08
INC000000485892	Chris Banks	None	None	None			TIR Missed:	No	0.20
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low		Resolved	TTR Missed:	No	0.20
INC000000485899	Michelle Viertel	Print/Copy/Scan/Fax	Paper Jam	None			TIR Missed:	No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low		Resolved	TTR Missed:	No	0.04
INC000000485945	Lynn Adams	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low		Resolved	TTR Missed:	No	0.00
INC000000485961	Jackie Williams	Application	Error	Novell GroupWise			TIR Missed:	No	0.09
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low		Resolved	TTR Missed:	No	1.71
INC000000485971	Samantha Moseley	Application	Error	Novell GroupWise			TIR Missed:	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low		Resolved	TTR Missed:	No	0.39
INC000000485997	Melanie Ferron	None	None	None			TIR Missed:	No	0.36
Application Support - Content Mana	Nate Olson	Workforce Services		High		Resolved	TTR Missed:	No	0.36
INC000000485999	Nancy Durrant	None	None	None			TIR Missed:	Yes	1.27
Rural North Desktop Support	Ruston McKay	Workforce Services		Low		Resolved	TTR Missed:	No	2.14
INC000000486000	Cesar Salazar	None	None	None			TIR Missed:	No	0.00
Application Support - Content Mana	None	Workforce Services		Low		Resolved	TTR Missed:	No	
INC000000486001	Kathryn Neibert	None	None	None			TIR Missed:	No	0.00
Application Support - Content Mana	None	Workforce Services		Low		Resolved	TTR Missed:	No	
INC000000486003	Marge Rajski	None	None	None			TIR Missed:	No	0.00
Application Support - Content Mana	None	Workforce Services		Low		Resolved	TTR Missed:	No	
INC000000486006	Kaylin Bang	None	None	None			TIR Missed:	No	0.00
Application Support - Content Mana	None	Workforce Services		Low		Resolved	TTR Missed:	No	
INC000000486008	Sharon Pantone	None	None	None			TIR Missed:	No	0.00
Application Support - Content Mana	None	Workforce Services		Low		Resolved	TTR Missed:	No	
INC000000486010	Nique Frasier	None	None	None			TIR Missed:	No	0.00
Application Support - Content Mana	None	Workforce Services		Low		Resolved	TTR Missed:	No	
INC000000486028	Sharon Holmes	None	None	None			TIR Missed:	No	0.00
Application Support - Content Mana	None	Workforce Services		Low		Resolved	TTR Missed:	No	

Workforce Services

INC000000486046	Eric Martinson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486065	Randi Bell	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486066	Leilani Palmer	PC/Laptop	Password	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486077	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486092	Jolynn Badame	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000486102	Levi Jones	PC/Laptop	Password	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486136	Sue Strasburg	Application	Error	Utah Master Directory	TIR Missed: No	0.24
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000486140	Chris Kynaston	Application	Error	Utah Master Directory	TIR Missed: No	0.00
Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486141	Shawna Gelhard	Application	Error	Utah Master Directory	TIR Missed: No	0.00
Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486144	Nicola Stark	Application	Error	Utah Master Directory	TIR Missed: No	0.00
Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486146	Jerry Norton	Application	Error	Utah Master Directory	TIR Missed: No	0.00
Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486148	Brenda Gallegos	Application	Error	Utah Master Directory	TIR Missed: No	0.40
Application Support - Single Signon	Justin Miller	Workforce Services	Low	Resolved	TTR Missed: No	0.44
INC000000486149	Amy Rindlisbacher	None	None	None	TIR Missed: No	0.09
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000486153	Kaylene Whicker	Application	Error	Utah Master Directory	TIR Missed: No	0.00
Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486161	Lori Calvert	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486169	Leslie Henderson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486170	Sharon Holmes	None	None	None	TIR Missed: No	0.00
Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	

Workforce Services

INC	Name	Category	Type	Item			TIR/TTR Missed		Value
INC000000486172	Carrie Peterson	None	None	None			TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services		Low	Resolved	TTR Missed: No		0.00
INC000000486174	Ann Durrant	Telecom	Dial Tone	Telephone			TIR Missed: No		0.45
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services		Low	Resolved	TTR Missed: No		0.45
INC000000486176	Jennifer Cunningham	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services		Low	Resolved	TTR Missed: No		0.00
INC000000486178	Shallen Kimber	None	None	None			TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services		Low	Resolved	TTR Missed: No		0.00
INC000000486179	Judy Mattinson	None	None	None			TIR Missed: No		0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No		0.00
INC000000486181	Nathan Dopp	None	None	None			TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services		Low	Resolved	TTR Missed: No		0.00
INC000000486183	Toni Jex	None	None	None			TIR Missed: No		0.00
	Application Support - Content Mana	None	Workforce Services		Low	Resolved	TTR Missed: No		
INC000000486207	Brenda Duvall	None	None	None			TIR Missed: No		0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No		0.00
INC000000486240	David Brady	Application	Error	Gmail			TIR Missed: No		0.00
	Application Services	Martin Gonzalez	Workforce Services		Low	Resolved	TTR Missed: Yes		6.18
INC000000486256	Dora Ward	Application	Error	Utah Works			TIR Missed: Yes		5.04
	Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: No		5.04
INC000000486274	Jean Fisher	Application	Error	Utah Works			TIR Missed: Yes		6.34
	Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: Yes		6.34
INC000000486275	Christine Mayne	Application	Password	ZENworks for Desktops			TIR Missed: No		0.00
	Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No		0.00
INC000000486278	Melanie Decker	PC/Laptop	Performance	None			TIR Missed: No		0.09
	Metro B Desktop Support	Wayne Higgs	Workforce Services		Low	Resolved	TTR Missed: No		1.91
INC000000486281	Bonnie L Kelsey	None	None	None			TIR Missed: Yes		11.28
	Application Support - UWORKS	Shane Otvos	Workforce Services		Low	Resolved	TTR Missed: Yes		21.19
INC000000486301	Shane ODell	Application	Password	eFIND/eSHARE			TIR Missed: No		0.00
	Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No		0.00
INC000000486339	Kurtis Wilcox	Application	Error	Utah Works			TIR Missed: No		0.00
	Rural North Desktop Support	Don Higgs	Workforce Services		Low	Closed	TTR Missed: No		1.79
INC000000486382	Debbie Torres	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No		0.00
	Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No		0.00

Workforce Services

INC000000486397	Tamara Anton	Telecom	None	None		TIR Missed:	No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed:	No	0.17
INC000000486411	James Stavros	Application	Error	Microsoft Windows XP Professio		TIR Missed:	No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000486413	Mary McConaughy	None	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	0.16
INC000000486440	Pamela Surakhun	None	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000486443	Randilee Spencer	None	None	None		TIR Missed:	No	0.43
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	1.38
INC000000486447	Blaine Cook	None	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000486486	Olga Matviyenko	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000486490	Dereje Shawl	Application	None	ZENworks for Desktops		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000486492	Dereje Shawl	PC/Laptop	Performance	None		TIR Missed:	No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Resolved	TTR Missed:	No	0.08
INC000000486495	Sheryl Nisely	Network	None	None		TIR Missed:	No	0.15
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed:	No	0.83
INC000000486496	Ryan Betts	Application	Error	None		TIR Missed:	No	0.00
	Application Support - Data Warehou	Shana Woodall	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000486505	Lonny Marchbanks	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000486515	Kathy Wendel	PC/Laptop	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000486517	Deborah Servis	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000486543	Toni Jex	Application	Error	Utah Works		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	0.41
INC000000486559	Jennifer Wright	None	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.20
INC000000486570	Jason Allcott	Application	Password	None		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed:	No	0.00

Workforce Services

INC000000486593	Phay Panh	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486594	Shane Farr	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000486595	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486598	Phay Panh	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486603	Phay Panh	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486605	Verner Iglesias	Application	Reporting	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486614	Valorie Pacheco	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486615	Janet Gale	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000486631	Jackie Williams	Application	None	Adobe Flash		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000486638	Kathryn Murdock	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486652	Jilaun Perfetto	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486665	Rebecca D Anderson	None	None	None		TIR Missed: No	0.73
	Application Support - Content Mana	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	0.73
INC000000486668	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486677	Jeremy Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486678	JaNea Lund	Mobile Devices	Error	iPhone		TIR Missed: No	0.45
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	0.79
INC000000486688	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486689	Cecilia Giron	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Resolved	TTR Missed: No	1.39

Workforce Services

INC000000486690	Briee Lenhart	None	None	None		TIR Missed: Yes	1.77
Application Support - Web Dev	Dave Clark	Workforce Services		Low	Resolved	TTR Missed: No	1.77
INC000000486728	Shane ODell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000486733	Helen Sawyer	Application	Error	Utah Works		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000486776	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Resolved	TTR Missed: No	0.03
INC000000486779	Forest Turner	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000486780	Misty Williams	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services		Low	Resolved	TTR Missed: No	0.64
INC000000486788	Brittney M Woodland	None	None	None		TIR Missed: Yes	6.21
Application Support - Web Dev	Chad Thompson	Workforce Services		Low	Resolved	TTR Missed: Yes	6.21
INC000000486792	Diane Zylks	PC/Laptop	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000486794	Clay Martin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000486795	Jenifer Roylance-Franco	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	0.07
INC000000486801	Scott Teuscher	PC/Laptop	Virus	None		TIR Missed: No	0.12
Metro A Desktop Support	Edward Fortner	Workforce Services		Low	Resolved	TTR Missed: No	5.11
INC000000486803	David Ostrom	Telecom	None	None		TIR Missed: No	0.10
Metro A Desktop Support	Edward Fortner	Workforce Services		Low	Resolved	TTR Missed: No	0.32
INC000000486811	Sonia Fowler	Application	Error	Utah Works		TIR Missed: Yes	1.33
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: No	1.33
INC000000486816	Ashley Baker	None	None	None		TIR Missed: No	0.06
Application Support - Content Mana	Nate Olson	Workforce Services		Low	Resolved	TTR Missed: No	0.06
INC000000486821	Sarka Dever	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000486839	Brian A Eldridge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	0.00
INC000000486869	Tamie Turcasso	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	0.15

Workforce Services

INC000000486893	Rebecca Weston	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000486898	Kathy Kirby	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000486901	Kaylin Bang	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.06
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	6.25
INC000000486903	Mark Wimber	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486904	Lori Mair	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486905	Mary Conder	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486912	Lauri Wunderlich	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486917	Genevieve Messier	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486919	Misty Williams	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486922	Lisa C Peterson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486923	Jennifer Reynolds	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486925	Melanie Decker	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000486927	Linda Kinder	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486930	Dallin Rempp	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486933	Curtis Harmon	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486938	Patricia Torres	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486944	Cindy Bertagnolli	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	

Workforce Services

INC000000486945	Paula Johns	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000486952	Galina Greer	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000486959	Jenni Crothers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000486982	Rochelle Green	PC/Laptop	Virus	None	TIR Missed: No	0.02
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	3.56
INC000000486989	Dustin Townsend	Application	Error	Utah Works	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000486992	Kimberly Day	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487003	Fran Cannard	Telecom	Feature	Telephone	TIR Missed: Yes	1.07
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	1.24
INC000000487024	Donna Ferrozzo	None	None	None	TIR Missed: No	0.08
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000487044	Jenni Crothers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487046	Daniel Tate	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487078	Jeremy Henson	Application	Error	Content Manager	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000487080	Wayne Fillmore	PC/Laptop	Performance	Utah Electronic Resource and E	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487094	Carmen Bowles	Application	None	Utah Works	TIR Missed: Yes	1.66
Application Support - Web Dev	Christopher Schalk	Workforce Services	Low	Resolved	TTR Missed: No	1.66
INC000000487097	Colleen Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487099	Ryan Burton	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000487111	Holly Tanner	None	None	None	TIR Missed: No	0.08
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000487124	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000487171	Kris Bradley	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487173	Brook Mecham	Application	Error	Utah Works	TIR Missed: Yes	2.04
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	15.61
INC000000487174	Samuel Hendricksen	Application	Error	Utah Works	TIR Missed: Yes	1.78
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	1.81
INC000000487182	Kerry Daniels	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487185	Charleen Neff	Network	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487228	Kim Wilcox	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000487248	Nichole Pusey	None	None	None	TIR Missed: No	0.27
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	2.51
INC000000487283	Bill Montague	None	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487319	Annette Schvaneveldt	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Medium	Resolved	TTR Missed: No	0.00
INC000000487319	Annette Schvaneveldt	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Medium	Resolved	TTR Missed: No	0.00
INC000000487362	Jefferson McClellan	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000487364	Kalani Huber	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.84
INC000000487373	Laura Carter	Application	Error	Novell GroupWise	TIR Missed: No	0.14
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.83
INC000000487379	Lanette Best	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.19
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000487383	Jackie McAtee	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000487393	Melodee Williams	Application	Error	Novell Messenger	TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000487410	Jefferson McClellan	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000487415	Lori Calvert	None	None	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000487424	Teresa Meyer	Application	Error	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	4.66
INC000000487425	Trenton Willson	Application	Error	Internet Explorer		TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	0.06
INC000000487430	Jeff D Rasmussen	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	0.03
INC000000487436	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000487441	Jackie Nielson	Network	Error	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000487464	Loggins Merrill	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	0.33
INC000000487494	Charleen Neff	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000487496	Cherie Robison	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000487501	Bonnie L Kelsey	None	None	None		TIR Missed:	No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	0.09
INC000000487518	Jeff Shockley	Remote Connectivity	Performance	None		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	
INC000000487521	JaNea Lund	Application	None	PGP		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000487538	Shane ODell	Application	Error	Content Manager		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000487555	Jaime Kaneshiro	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.14
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	0.15
INC000000487571	Jilaun Perfetto	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000487572	Steve Leyba	PC/Laptop	Performance	None		TIR Missed:	No	0.20
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed:	No	0.57
INC000000487580	Barbara Andersen	None	None	None		TIR Missed:	No	0.30
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	0.72

Workforce Services

INC000000487604	Deborah Hamlett	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000487627	Jeremy Henson	Application	Error	DWS Intranet		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000487641	Laura Carter	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	6.29
Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	6.29
INC000000487645	Lisa C Peterson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000487647	Sharon Pantone	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000487649	Lisa Roman	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000487650	Cathy Bell	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000487653	Ryan Reeder	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000487655	Barbara Garcia	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000487674	Scott Teuscher	PC/Laptop	Virus	None		TIR Missed: No	0.07
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	1.04
INC000000487684	Glen Nickerson	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.11
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.67
INC000000487710	Jenni Crothers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487712	Cindy Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487736	Janet Romo	None	None	None		TIR Missed: No	0.03
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000487741	Heather Simonson	None	None	None		TIR Missed: No	0.11
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000487746	Lynn Thomas	None	None	None		TIR Missed: No	0.49
Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.55
INC000000487763	Melanie Decker	None	None	None		TIR Missed: No	0.12
Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.48

Workforce Services

INC000000487765	Elizabeth Thorpe	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000487772	Jolyn Bevan	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000487801	Melissa Presley	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487835	Lani Wilson-Klingsporn	PC/Laptop	Virus	None	TIR Missed: No	0.19
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000487838	Jennifer Lee Nelson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.14
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000487852	Maryana Valles	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	2.14
INC000000487862	Cindy Adams	Application	None	Citrix ICA Client	TIR Missed: No	0.12
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000487877	Karen Quackenbush	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.60
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.51
INC000000487879	Sarah Smith	Application	Error	DWS Web	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000487889	Alan Norton	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487894	Jackie Williams	PC/Laptop	Performance	None	TIR Missed: No	0.85
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	0.85
INC000000487914	Caroline Coats	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.04
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000487918	Koral Vasquez	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487919	Koral Vasquez	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487932	Jeana Bahr	None	None	None	TIR Missed: No	0.18
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000487946	Alan Norton	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000487986	Anita Kramer	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

Incident	Requester	Category	Type	Item	TIR Missed		Value
INC000000488061	Junie Anderson	None	None	None	TIR Missed:	No	0.63
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	1.42
INC000000488070	Lynn Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000488085	Connie Shearwood	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488092	Jennifer Edwards	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488096	Mary McConaughy	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488103	Anna Larson	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488108	Weston Miller	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488115	Jill Black	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488122	Jill Black	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488123	Jill Black	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488125	Jill Black	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488126	Jill Black	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488130	Jill Black	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488150	Michelle Mileski	PC/Laptop	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488152	Karen Hess	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488153	Keri Myers	Application	Password	State Payroll Time Entry System	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488166	Bill Goodwin	Remote Connectivity	Error	None	TIR Missed:	No	0.19
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.41

Workforce Services

INC000000488173	Tami Huntington	Application	Password	PGP		TIR Missed: No	0.36
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.63
INC000000488178	Chris Boyadjian	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488179	Alan Dennis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000488188	Kirsten Heaton	Application	Error	None		TIR Missed: No	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.74
INC000000488191	Marilyn Wallis	Network	Password	IManager		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488193	Heather Sawley	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.05
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	0.52
INC000000488208	Jody Sillitoe	Application	None	Internet Explorer		TIR Missed: No	0.08
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.67
INC000000488225	Tracy Lindquist	Application	Password	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.40
INC000000488233	Colleen Fitzgerald	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000488234	June Conn-Solomon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.18
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000488242	Colleen Fitzgerald	Application	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000488250	Becky Miller	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	1.19
INC000000488275	Blaine Cook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488283	Sherry Bird	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000488284	Charles Owens	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000488289	Shawna Werner	Application	Error	Utah Works		TIR Missed: Yes	6.80
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	6.80
INC000000488305	Kris Springer	Telecom	None	None		TIR Missed: No	0.09
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.90

Workforce Services

INC000000488312	Charleen Neff	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488315	Lynn Thomas	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.33
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	1.12
INC000000488330	Khalid Khoshal	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000488333	Junie Anderson	None	None	None	TIR Missed:	Yes	1.87
	Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Resolved	TTR Missed: No	2.31
INC000000488360	Darren Sheffer	Application	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488367	Carol Lowman	PC/Laptop	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488373	Samuel Hendricksen	Application	Error	Utah Works	TIR Missed:	No	0.88
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.30
INC000000488383	Brenda Duvall	None	None	None	TIR Missed:	No	0.04
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000488420	Sandra Pyper	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488423	Carol Lowman	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000488452	Tamra Tyler	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000488485	Elia Del Castillo	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488538	Michael Nixon	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488539	Mandy Davis	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488553	Debbie Sheldon	PC/Laptop	Hardware	None	TIR Missed:	No	0.76
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.88
INC000000488554	Terri Waters	Application	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000488597	Ryan Peterson	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000488617	Jo Jacobsen	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000488618	Ryan Peterson	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000488626	Jill Black	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000488632	Mary Conder	PC/Laptop	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000488636	Jill Black	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000488653	Samantha Teh	PC/Laptop	None	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.06
INC000000488669	Cassidy Carter	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000488686	Ryan Hawks	Application	Error	Internet Explorer		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	0.00